



RON L. TRULLINGER

May 3, 2013

Oregon Public Utility Commission  
Attn: Filing Center  
550 Capitol Street NE, Suite 215  
Salem, OR 97301-2551

RE: UM 1484 – First Quarter 2013 Service Quality Report

Dear Commission:

Pursuant to Docket UM 1484, Order No. 11-095 ("Order"), CenturyLink provides the enclosed information in compliance with Condition No. 35 of the Order.

If you have any questions or concerns regarding this filing, please do not hesitate to contact me.

A handwritten signature in blue ink that reads "Ron L. Trullinger".

Ron Trullinger  
State Regulatory Affairs Director

Enclosure  
cc: Certificate of Service

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**FCC Docket No. 10-110 Order 11-47  
Section IV.B - Commitments Regarding Wholesale Operations**

**Oregon Docket No. UM 1484 Condition 35 - Legacy Qwest**

| FCC Merger Commitment<br>Merger Measure  | Description  | PID   | * | Product Category<br><i>(see Notes for products,<br/>lines &amp; intervals as<br/>applicable)</i> | Comparison<br>Threshold | 1Q2013 |
|--|--|-------|---|--|-------------------------|--------|
| Average response time to pre-order queries (in seconds)  | The number of seconds from receipt of CLEC query to return of requested data.  | PO-1A | ↓ | All  | 5                       | 2      |
|  |  | PO-1X | ↓ | All  | 8                       | 4      |
| Percentage of electronically submitted resale and UNE orders                                   | Percentage of electronically submitted resale and UNE orders confirmed within specified timeframes   | PO-5B | ↑ | Resale   | 100%                    | 100%   |
|  |  |       |   | UNE Specials   | 97%                     | 96%    |
| Missed appointments / Appointments met   | Percent of orders completed in the reporting period on or before the application due date.   | OP-3  | ↑ | Resale   | 87%                     | 98%    |
|  |  |       |   | UNE Loop POTS  | 93%                     | 96%    |
| Average provisioning delay days (in days)  | Average number of business days service is delayed beyond Applicable Due Date for facility reasons.  | OP-6B | ↓ | Resale   |                         |        |
|  |  |       |   | UNE Loop POTS  | 8                       |        |
| Provisioning - Percentage of installation troubles reported within 30 days                     | Percentage of inward line / circuit / trunk service orders that are free of repair trouble reports within 30 calendar days of installation completion. | OP-5A | ↑ | Resale   | 67%                     | 97%    |
|  |  |       |   | UNE Loop POTS  | 95%                     | 96%    |
|  |  |       |   | UNE Specials   | 89%                     | 96%    |
| Repair/Maintenance - Network Trouble Report Rate (number per 100 lines or circuits in service) | Percentage of trouble reports to the total installed base of services or elements within a calendar month.   | MR-8  | ↓ | Resale   | 5.1                     | 1      |
|  |  |       |   | UNE Loop POTS  | 0.7                     | 0      |
| Repair/Maintenance - Mean Time to Repair (in hours and minutes)                                | Time from receipt of trouble to time trouble report is cleared divided by total number of trouble reports closed in reporting period.                  | MR-6  | ↓ | Resale   | 29:14                   | 29:37  |
|  |  |       |   | UNE Loop POTS  | 12:59                   | 9:00   |
| Repair/Maintenance - Percentage of Repeat Reports within 30 Days                               | Percentage of repeated trouble reports received in 30 days of the initial report to the total number of trouble reports received in the period.        | MR-7  | ↓ | Resale   | 35%                     | 5%     |
|  |  |       |   | UNE Loop POTS  | 16%                     | 5%     |
|  |  |       |   | UNE Specials   | 30%                     | 7%     |
| Carrier Service Center - Average Speed of Answer - Ordering                                    | Timeliness of CLEC access to the Company's intercon-nection provisioning centers   | OP-2  | ↑ | All  | 82%                     | 90%    |
| Carrier Service Center - Average Speed of Answer - Repair                                      | Timeliness of CLEC access to the Company's intercon-nection repair centers.  | MR-2  | ↑ | All  | 78%                     | 88%    |

\* ↑ = Higher is good  
↓ = Lower is good

|  |     |
|--|-----|
| Measures missing Comparison Threshold    | 2   |
| Percent not missing Comparison Threshold | 90% |

**NOTES:**

| Percentage of electronically submitted resale and UNE orders (PO-5B) | POTS/Pre-Qualified Complex  |              | Special Services  |                           |
|--|---|--------------|---|---------------------------|
|  | The following products are reported above under these categories: |              | The following products are reported above under these categories: |                           |
|  | Resale  | UNE          | Resale  | UNE                       |
|  | <b>24 Hours</b>   |              | <b>24 hours</b>   |                           |
| 1-10 lines   | ISDN BRI <sup>Note A</sup>  |              |   |                           |
| 1-19 lines   | Centrex (non-Special) <sup>Note B</sup>                           |              |   |                           |
| 1-24 loops   |   | UBL - Analog |   | Sub-loops, DS3 Capable    |
| 1-39 lines   | Res/Bus POTS  |              |   |                           |
| All  | Centrex line feature changes                                      |              |   |                           |
|  | <b>48 hours</b>   |              | <b>48 hours</b>   |                           |
| 1-3 ckts   |   |              | ISDN PRI, DS3 Facility  |                           |
| 1-10 lines   | ISDN BRI <sup>Note C</sup>  |              |   |                           |
| 1-24 trunks  | PBX   |              |   |                           |
| 1-24 ckts  |   |              | DS1 Facility, DS0 or Voice Grade Equiv.                           | EEL-DS1 <sup>Note D</sup> |

*Note A* ISDN BRI

- Conversion as is
- Adding/Changing features
- Add primary directory listing
- Add call appearance

*Note B* No Common Block configuration

*Note C* ISDN BRI

- New installs
- Address changes
- Change to add Loop

*Note D* Included in Product Reporting Group (b)

**NOTES:**

| PID <sup>1</sup> | FCC Measure  | Resale   | UNE Loop POTS   | UNE Specials   |
|------------------|--|--|---|--|
| OP-3             | Missed appointments /<br>Appointments met  | Residential single line<br>Business single line<br>Centrex / Centrex 21<br>DSO<br>DS1<br>DS3<br>Frame Relay<br>ISDN-BRI<br>ISDN-PRI<br>PBX | Analog Loop<br>Non-loaded 2-Wire loop<br>Non-loaded-4 Wire loop |  |
| OP-6B            | Average provisioning delay<br>days   | Residential single line<br>Business single line<br>Centrex / Centrex 21<br>DSO<br>DS1<br>DS3<br>Frame Relay<br>ISDN-BRI<br>ISDN-PRI<br>PBX | Analog loop<br>Non-loaded 2-Wire loop<br>Non-loaded-4 Wire loop |  |
| OP-5A            | Provisioning - Percentage of<br>installation troubles reported<br>within 30 days | Residential single line<br>Business single line<br>Centrex / Centrex 21<br>DSO<br>DS1<br>DS3<br>Frame Relay<br>ISDN-BRI<br>ISDN-PRI<br>PBX | Analog loop<br>Non-loaded 2-Wire loop<br>Non-loaded-4 Wire loop | ADSL capable loop<br>DS1-capable loop<br>DS3 and higher loops<br>EEL-DS0<br>EEL-DS1<br>EEL-Above DS1<br>ISDN-capable loop<br>UDIT-DS1<br>UDIT-Above DS1<br>xDSL-I capable loop |
| MR-8             | Repair/Maintenance - Network<br>Trouble Report Rate                              | Residential single line<br>Business single line<br>Centrex / Centrex 21<br>DSO<br>DS1<br>DS3<br>Frame Relay<br>ISDN-BRI<br>ISDN-PRI        | Analog loop<br>Non-loaded 2-Wire loop<br>Non-loaded-4 Wire loop |  |

|                    |  |   |  |   |
|--------------------|--|---|--|---|
| <p><b>MR-6</b></p> | <p><b>Repair/Maintenance - Mean Time to Repair</b></p>                         | <p>Residential single line<br/> Business single line<br/> Centrex / Centrex 21<br/> DSO<br/> DS1<br/> DS3<br/> Frame Relay<br/> ISDN-BRI<br/> ISDN-PRI<br/> PBX</p> | <p>Analog loop<br/> Non-loaded 2-Wire loop<br/> Non-loaded-4 Wire loop</p> | <p style="background-color: #cccccc;"></p>  |
| <p><b>MR-7</b></p> | <p><b>Repair/Maintenance - Percentage of Repeat Reports within 30 Days</b></p> | <p>Residential single line<br/> Business single line<br/> Centrex / Centrex 21<br/> DSO<br/> DS1<br/> DS3<br/> Frame Relay<br/> ISDN-BRI<br/> ISDN-PRI<br/> PBX</p> | <p>Analog loop<br/> Non-loaded 2-Wire loop<br/> Non-loaded-4 Wire loop</p> | <p>ADSL capable loop<br/> DS1-capable loop<br/> DS3 and higher loops<br/> EEL-DS0<br/> EEL-DS1<br/> EEL-Above DS1<br/> ISDN-capable loop<br/> UDIT-DS1<br/> UDIT-Above DS1<br/> xDSL-I capable loop</p> |

<sup>1</sup> "Performance Indicator Definition"

## CERTIFICATE OF SERVICE

UM 1484

I hereby certify that on the 3<sup>rd</sup> day of May, 2013, I served the foregoing CENTURYLINK'S COMPLIANCE WITH CONDITION NO. 35 OF ORDER NO. 11-095, in the above entitled docket on the following persons via e-mail transmission only.

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DATED this 3<sup>rd</sup> day of May, 2013.

CENTURYLINK



By: \_\_\_\_\_

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- (w) denotes waiver of paper service
- \* denotes signed Protective Order No. 10-192
- \*\* denotes signed Protective Order Nos. 10-192 and 10-291