



CenturyLink™

RON L. TRULLINGER

May 15, 2012

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

RE: UM 1484 – First Quarter 2012 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 these copies, please do not hesitate to contact me.

Ron Trullinger
State Regulatory Affairs Director

Enclosures

cc: Certificate of Service (Dockets UM 1484 and UM 1542)

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

	Category	Comparison Threshold	1Q2012	
OR	Average Response Time to Pre-Order Queries (Reported in Seconds)	10.27	8.51*	
	Average Completed Interval (Reported in Days)	Resale	2.97	0.89
		UNE	7.96	4.38
		Other	6.54	-
	Customer Trouble Report Rate (Reported as a Percentage)	Resale	0.46%	0.18%
		UNE	2.10%	1.03%
		Other	0.00%	0.00%
	Average Time to Restore (Reported in Hours)	Resale	21.19	21.20**
		UNE	16.99	13.61
		Other	-	-
	Center Responsiveness (Percentage)		91.44%	94.00%

Measures Missing Comparison Threshold 1
Percent Not Missing Comparison Threshold 91%

*February data excluded for pre-order queries due to reporting system malfunction. There was no impact to actual performance, for which January and March results are a reasonable representation.

** Small sample size - there were only 2 tickets in the entire quarter.

**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 Merger Measure	Description	PID	*	Product Category (see Notes for products, lines & intervals as applicable)	Comparison Threshold	1Q2012
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	3
		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%	100%
				UNE Loop POTS	93%	95%
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	7
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%	96%
				UNE Loop POTS	95%	99%
				UNE Specials	89%	98%
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	20:33
				UNE Loop POTS	12:59	11:11
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%	27%
				UNE Loop POTS	16%	6%
				UNE Specials	30%	9%
Carrier Service Center - Average Speed of Answer - Ordering	Timeliness of CLEC access to the Company's intercon-nection provisioning centers	OP-2	↑	All	82%	97%
Carrier Service Center - Average Speed of Answer - Repair	Timeliness of CLEC access to the Company's intercon-nection repair centers.	MR-2	↑	All	78%	85%

* ↑ = Higher is good
↓ = Lower is good

Measures missing Comparison Threshold	1
Percent not missing Comparison Threshold	95%

CERTIFICATE OF SERVICE

UM 1484

I hereby certify that on the 15th day of May, 2012, 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, and via U.S. Mail by mailing a correct copy to them in a sealed envelope, with postage prepaid, addressed to them at their regular office address shown below, and deposited in the U.S. Post Office at Portland, Oregon.

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DATED this 15th day of May, 2012.

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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

CERTIFICATE OF SERVICE

UM 1542

I hereby certify that on the 15th day of May, 2012, I served the foregoing **CENTURYLINK'S COMPLIANCE WITH CONDITION NO. 35 OF ORDER NO. 11-095 IN DOCKET UM 1484** in the above entitled docket on the following persons via e-mail transmission as the parties have waived paper service in this docket.

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