



RON L. TRULLINGER

November 15, 2013

Oregon Public Utility Commission
Attn: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

RE: UM 1484 – Third 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

310 SW Park Ave., 11th Floor
Portland, OR 97205
Tel: 503.242.5089
Fax: 503.242.8589
ron.trullinger@centurylink.com

**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	4Q2012	1Q2013	2Q2013	3Q2013
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	2	2	2
		PO-1X	↓	All	8	4	4	3	5
Percentage of electronically submitted resale and UNE orders	Percentage of electronically submitted resale and UNE orders confirmed within specified timeframes	PO-5B	↑	Resale	100%	97%	100%	98%	100%
				UNE Specials	97%	94%	96%	95%	97%
Missed appointments / Appointments met	Percent of orders completed in the reporting period on or before the application due date.	OP-3	↑	Resale	87%	98%	98%	100%	96%
				UNE Loop POTS	93%	94%	96%	97%	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%	88%	97%	93%	89%
				UNE Loop POTS	95%	96%	96%	97%	96%
				UNE Specials	89%	89%	96%	95%	99%
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	0	1	1	0
				UNE Loop POTS	0.7	0	0	0	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	21:09	29:37	15:29	23:53
				UNE Loop POTS	12:59	11:23	9:00	8:57	11:03
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%	13%	5%	13%	9%
				UNE Loop POTS	16%	7%	5%	4%	4%
				UNE Specials	30%	5%	7%	12%	12%
Carrier Service Center - Average Speed of Answer - Ordering	Timeliness of CLEC access to the Company's intercon-nection provisioning centers	OP-2	↑	All	82%	92%	90%	94%	92%
Carrier Service Center - Average Speed of Answer - Repair	Timeliness of CLEC access to the Company's intercon-nection repair centers.	MR-2	↑	All	78%	87%	88%	85%	85%

* ↑ = Higher is good
↓ = Lower is good

Measures missing Comparison Threshold	2	2	2	0
Percent not missing Comparison Threshold	90%	90%	90%	100%

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
	24 Hours		24 hours	
1-10 lines	ISDN BRI ^{Note A}			
1-19 lines	Centrex (non-Special) ^{Note B}			
1-24 loops		UBL - Analog		Sub-loops, DS3 Capable
1-39 lines	Res/Bus POTS			
All	Centrex line feature changes			
	48 hours		48 hours	
1-3 ckts			ISDN PRI, DS3 Facility	
1-10 lines	ISDN BRI ^{Note C}			
1-24 trunks	PBX			
1-24 ckts			DS1 Facility, DS0 or Voice Grade Equiv.	EEL-DS1 ^{Note D}

<i>Note A</i>	<p>ISDN BRI</p> <ul style="list-style-type: none"> - Conversion as is - Adding/Changing features - Add primary directory listing - Add call appearance
<i>Note B</i>	No Common Block configuration
<i>Note C</i>	<p>ISDN BRI</p> <ul style="list-style-type: none"> - New installs - Address changes - Change to add Loop

<i>Note D</i>	Included in Product Reporting Group (b)
---------------	---

NOTES:

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

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

¹ "Performance Indicator Definition"

CERTIFICATE OF SERVICE

UM 1484

I hereby certify that on the 15th day of November, 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.

William Sargent (w)
Tillamook county
1134 Main Avenue
Tillamook, OR 97141
wsargent@oregoncoast.com

** Arthur A. Butler (w)
Ater Wynne LLP
601 Union Street, Site 1501
Seattle, WA 98101-3981
aab@aterwynne.com

Joel Paisner (w)
Ater Wynne
601 Union St., Suite 5450
Seattle, WA 98101-2327
jrp@aterwynne.com

*William E. Hendricks (w)
CenturyLink
902 Wasco St., A0412
Hood River, OR 97031
Tre.hendricks@centurylink.com

Michael Moore (w)
Charter Fiberlink OR-CCVII LLC
12405 Powerscourt Dr.
St Louis, MO 63131
Mchael.moore@chartercom.com

Theodore N. Gilliam (w)
Integra Telecom, Inc.
1201 NE Lloyd Blvd., Suite 500
Portland, OR 97232
tgillam@integratelecom.com

**Robert Jenks (w)
Citizens' Utility Board of OR
610 SW Broadway, Suite 308
Portland, OR 97205
bob@oregoncub.org

**G. Catriona McCracken (w)
Citizens' Utility Board of OR
610 SW Broadway, Suite 308
Portland, OR 97205
catriona@oergoncub.org

CUB Oregon Dockets (w)
Citizens' Utility Board of OR
610 SW Broadway, Suite 308
Portland, OR 97205
dockets@oregoncub.org

Kenneth Schifman (w)
Sprint Communications
6450 Sprint Pkwy
Overland park, KS 66251
Kenneth.schifman@sprint.com

Marsha Spellman (w)
Warm Springs Telecommunication
10425 SW Hawthorne Ln.
Portland, OR 97225
marsha@convergecomm.com

Katherine K. Mudge (w)
Covad Communications Co.
2111 W. Braker Ln., Suite 100
Austin, TX 78758
kmudge@covad.com

**K.C. Halm (w)
Davis Wright Tremaine
1919 Pennsylvania Ave. NW
2nd floor
Washington DC 20006-3458
kchalm@dwt.com

Diane Browning (w)
Sprint Communications
6450 Sprint Pkwy
Overland park, KS 66251
Diane.c.browning@sprint.com

** Mark Trincherro (w)
Davis Wright Tremaine
1300 SW 5th Ave., Suite 2300
Portland, OR 97201-5682
marktrincherro@dwt.com

**Jason Jones (w)
Department of Justice
1162 Court St., NE
Salem, OR 97301-4096
Jason.w.jones@state.or.us

Rex M. Knowles (w)
XO Communications Svcs.
7050 Union Park Ave., Suite 400
Midvale, UT 84047
Rex.knowles@xo.com

*Karen Clauson (w)
Integra Telecom
6160 Golden Hills Dr.
Golden Valley, MN 55416
klclauson@integratelecom.com

**Bryan Conway (w)
Oregon Public Utility Comm.
P.O. Box 2148
Salem, OR 97308-2148
Bryan.conway@state.or.us

**Adam Lowney (w)
McDowell Rackner
520 SW 6th Ave., Suite 830
Portland, OR 97204
adam@mcd-law.com

*Wendy McIndoo (w)
McDowell Rackner
419 SW 11th Ave., Suite 400
Portland, OR 97205
wendy@mcd-law.com

*Lisa Rackner (w)
McDowell Rackner
419 SW 11th Ave., Suite 400
Portland, OR 97205
lisa@mcd-law.com

* Kelly Mutch (w)
PriorityOne Telecommunications
P.O. Box 758
La Grande, OR 97850-6462
managers@p1tel.com

**Michael Dougherty (w)
Oregon Public Utility Comm.
P.O. Box 2148
Salem, OR 97308-2148
Michael.dougherty@state.or.us

Ron Trullinger (w)
CenturyLink
310 SW Park Ave., 11th Flr.
Portland, OR 97205
Ron.trullinger@centurylink.com

**Charles Best (w)
Attorney at Law
1631 NE Broadway, # 538
Portland, OR 97232-1425
chuck@charleslbest.com

Barbara Young (w)
United Telephone of the NW
902 Waco St., ORHDRA0305
Hood River, OR 97031
Barbara.c.young@centurylink.com

Adam Haas (w)
WSTC
10425 SW Hawthorne Ln.
Portland, OR 97225
adamhaas@convergecomm.com

**Patrick L. Phipps
QSI Consulting, Inc.
3504 Sundance Drive
Springfield, IL 62711
pphipp@qsiconsulting.com

*Kristin Jacobson (w)
Sprint Nextel
201 Mission St., Suite 1500
San Francisco, CA 94105
kristin.l.jacobson@sprint.com

Edwin B. Parker (w)
Parker Telecommunications
P.O. Box 402
Gleneden Beach, OR 97388
edparker@teleport.com

* Judith Endejan (w)
Graham & Dunn PC
2801 Alaskan Way, Suite 300
Seattle, WA 98121
jendejan@grahamdunn.com

Dave Conn (w)
T-Mobile USA, Inc.
12920 SE 39th St.
Bellevue, WA 98006
Dave.conn@t-mobile.com

Frank G. Patrick, Esq. (w)
P.O. Box 121119
Portland, OR 97281
fgplawpc@hotmail.com

Randy Linderman (w)
Pacific NW Payphone
2373 NW 185th Ave., #300
Hillsboro, OR 97124-7076
rlinderman@gofirestream.com

**Gregory Merz (w)
Gray Plant Mooty
500 IDS Center
80 S Eighth Street
Minneapolis, MN 55402
Gregory.Merz@Gpmlaw.com

John Felz (w)
CenturyLink
5454 W. 110th St.
KSOPKJ0502
Overland Park, KS 66211
John.felz@centurylink.com

David Hawker (w)
City of Lincoln City
801 SW Highway 101
Lincoln City, OR 97367
davidh@lincolncity.org

Douglas R. Holbrook (w)
P.O. Box 2087
Newport, OR 97365
doug@lawbyhs.com

Greg Marshall (w)
NPCC
2373 NW 185th Ave., # 310
Hillsboro, OR 97124
gmarshall@corbantechologies.com

Wayne Belmont, Esq. (w)
Lincoln County Counsel
225 W. Olive St.
Newport, OR 97365
wbelmont@co.lincoln.or.us

DATED this 15th day of November, 2013.

CENTURYLINK



By: _____
Carla M. Butler, Paralegal
310 SW Park Avenue, 11th Flr.
Portland, OR 97205
Telephone: 503-242-5420
Facsimile: 503-242-8589
e-mail: carla.butler@centurylink.com

(w) denotes waiver of paper service

* denotes signed Protective Order No. 10-192

** denotes signed Protective Order Nos. 10-192 and 10-291