

Types of Filed Contacts - Selected Utility(s): Summary

From: 07/01/2012 To: 06/30/2013 (Total Closed: 452)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	6	34	51	97,625.05
TELEPHONE - CRAMMING	1	3	4	697.88
TELEPHONE - CUSTOMER RELATIONS	0	14	7	7.52
TELEPHONE - DISCONNECT - ACTUAL	2	1	4	29.43
TELEPHONE - DISCONNECT - PENDING	0	2	8	311.51
TELEPHONE - FEDERAL DETARIFFING	0	1	0	0.00
TELEPHONE - HIGH SPEED PRIVATE LINE SERVIC	0	2	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	6	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	3	0	0.00
TELEPHONE - LIFELINE	0	0	3	17.59
TELEPHONE - MISCELLANEOUS	0	7	2	0.00
TELEPHONE - NEEDS SERVICE - CREDIT PROBLEM	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	4	0.00
TELEPHONE - REGULATED OPTIONAL FEATURES	0	0	1	0.00
TELEPHONE - REPAIR	0	10	107	666.78
TELEPHONE - SAFETY	0	1	3	0.00
TELEPHONE - SLAMMING	69	5	2	4,792.90
TELEPHONE - TAXES AND SURCHARGES	7	5	2	181.56

Types of Filed Contacts - Selected Utility(s): Summary

From: 07/01/2012 To: 06/30/2013 (Total Closed: 452)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	1	85.00
TELEPHONE - UNREGULATED	0	56	7	1,648.72
TELEPHONE - UNREGULATED / CELLULAR	0	2	0	0.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	4	1	10.00

Totals:	85	151	216	\$106,073.94
----------------	-----------	------------	------------	---------------------

Totals:	85	151	216	\$106,073.94
----------------	-----------	------------	------------	---------------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 07/01/2012 To: 07/31/2012 (Total Closed: 39)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	0	5	124.13
TELEPHONE - CUSTOMER RELATIONS	0	1	2	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	1	0.00
TELEPHONE - REPAIR	0	1	12	0.00
TELEPHONE - SAFETY	0	0	2	0.00
TELEPHONE - UNREGULATED	0	11	1	137.05
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	10.00

Totals:	0	14	25	\$271.18
----------------	----------	-----------	-----------	-----------------

Totals:	0	14	25	\$271.18
----------------	----------	-----------	-----------	-----------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 08/01/2012 To: 08/31/2012 (Total Closed: 45)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	5	9	339.73
TELEPHONE - CRAMMING	0	0	1	30.00
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	2	0.00
TELEPHONE - REPAIR	0	1	15	56.34
TELEPHONE - SLAMMING	0	0	1	4,706.84
TELEPHONE - TAXES AND SURCHARGES	1	3	0	3.58
TELEPHONE - UNREGULATED	0	4	1	107.49
Totals:	2	14	29	\$5,243.98
Totals:	2	14	29	\$5,243.98

Types of Filed Contacts - Selected Utility(s): Summary

From: 09/01/2012 To: 09/30/2012 (Total Closed: 31)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	3	3	4.69
TELEPHONE - CRAMMING	1	1	0	37.88
TELEPHONE - CUSTOMER RELATIONS	0	2	0	0.00
TELEPHONE - DISCONNECT - PENDING	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	0	13	12.00
TELEPHONE - SLAMMING	0	1	0	0.00
TELEPHONE - UNREGULATED	0	2	0	0.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	0	1	0.00

Totals:	2	11	18	\$54.57
----------------	----------	-----------	-----------	----------------

Totals:	2	11	18	\$54.57
----------------	----------	-----------	-----------	----------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 10/01/2012 To: 10/31/2012 (Total Closed: 37)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	0	8	70,935.20
TELEPHONE - CRAMMING	0	1	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	1	0	0	29.43
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	1	0	0.00
TELEPHONE - REGULATED OPTIONAL FEATURES	0	0	1	0.00
TELEPHONE - REPAIR	0	1	12	17.00
TELEPHONE - SLAMMING	0	1	0	55.29
TELEPHONE - TROUBLE ISOLATION CHARGE	0	0	1	0.00
TELEPHONE - UNREGULATED	0	4	2	8.71

Totals:	1	9	27	\$71,045.63
----------------	----------	----------	-----------	--------------------

Totals:	1	9	27	\$71,045.63
----------------	----------	----------	-----------	--------------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 11/01/2012 To: 11/30/2012 (Total Closed: 27)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	3	3	273.00
TELEPHONE - CUSTOMER RELATIONS	0	0	1	2.19
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	1	0	0.00
TELEPHONE - REPAIR	0	1	8	0.00
TELEPHONE - TAXES AND SURCHARGES	1	0	0	25.75
TELEPHONE - UNREGULATED	0	6	0	200.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00
Totals:	2	12	13	\$500.94
Totals:	2	12	13	\$500.94

Types of Filed Contacts - Selected Utility(s): Summary

From: 12/01/2012 To: 12/31/2012 (Total Closed: 24)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	3	3	45.48
TELEPHONE - CRAMMING	0	0	1	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	1	0	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - HIGH SPEED PRIVATE LINE SERVIC	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - REPAIR	0	0	6	403.46
TELEPHONE - SLAMMING	1	0	0	0.00
TELEPHONE - TAXES AND SURCHARGES	1	0	0	9.75
TELEPHONE - UNREGULATED	0	3	0	0.00
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00
Totals:	2	10	12	\$458.69

Totals:	2	10	12	\$458.69
----------------	----------	-----------	-----------	-----------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 01/01/2013 To: 01/31/2013 (Total Closed: 27)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	3	2	62.07
TELEPHONE - CUSTOMER RELATIONS	0	0	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - CREDIT PROBLEM	0	0	1	0.00
TELEPHONE - REPAIR	0	1	5	85.00
TELEPHONE - SLAMMING	1	1	0	0.00
TELEPHONE - TAXES AND SURCHARGES	1	1	0	6.30
TELEPHONE - UNREGULATED	0	3	1	124.56

Totals:	3	10	14	\$277.93
----------------	----------	-----------	-----------	-----------------

Totals:	3	10	14	\$277.93
----------------	----------	-----------	-----------	-----------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 02/01/2013 To: 02/28/2013 (Total Closed: 49)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	2	5	25,006.64
TELEPHONE - CUSTOMER RELATIONS	0	2	0	5.33
TELEPHONE - FEDERAL DETARIFFING	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	1	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	1	4	0.00
TELEPHONE - SLAMMING	22	0	0	0.00
TELEPHONE - TAXES AND SURCHARGES	2	0	0	114.58
TELEPHONE - UNREGULATED	0	6	0	900.00

Totals:	24	14	11	\$26,026.55
----------------	-----------	-----------	-----------	--------------------

Totals:	24	14	11	\$26,026.55
----------------	-----------	-----------	-----------	--------------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 03/01/2013 To: 03/31/2013 (Total Closed: 64)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	3	5	340.22
TELEPHONE - CRAMMING	0	0	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - REPAIR	0	2	5	0.00
TELEPHONE - SAFETY	0	0	1	0.00
TELEPHONE - SLAMMING	32	1	0	30.77
TELEPHONE - TAXES AND SURCHARGES	0	1	1	0.00
TELEPHONE - UNREGULATED	0	6	0	149.93
Totals:	34	14	16	\$520.92
Totals:	34	14	16	\$520.92

Types of Filed Contacts - Selected Utility(s): Summary

From: 04/01/2013 To: 04/30/2013 (Total Closed: 34)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	2	1	6.24
TELEPHONE - CRAMMING	0	1	0	630.00
TELEPHONE - CUSTOMER RELATIONS	0	3	0	0.00
TELEPHONE - DISCONNECT - ACTUAL	1	0	0	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	0	311.51
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	1	0	0.00
TELEPHONE - LIFELINE	0	0	1	17.59
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - REPAIR	0	0	5	89.00
TELEPHONE - SLAMMING	11	1	1	0.00
TELEPHONE - TAXES AND SURCHARGES	1	0	0	21.60
TELEPHONE - UNREGULATED	0	1	1	0.00
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00

Totals:	13	11	10	\$1,075.94
----------------	-----------	-----------	-----------	-------------------

Totals:	13	11	10	\$1,075.94
----------------	-----------	-----------	-----------	-------------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 05/01/2013 To: 05/31/2013 (Total Closed: 32)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	3	4	487.65
TELEPHONE - CRAMMING	0	0	1	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	2	0	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	0	1	8	0.00
TELEPHONE - SLAMMING	2	0	0	0.00
TELEPHONE - TAXES AND SURCHARGES	0	0	1	0.00
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	0	85.00
TELEPHONE - UNREGULATED	0	0	1	0.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	2	0	0.00

Totals:	2	10	20	\$572.65
----------------	----------	-----------	-----------	-----------------

Totals:	2	10	20	\$572.65
----------------	----------	-----------	-----------	-----------------

Types of Filed Contacts - Selected Utility(s): Summary

From: 06/01/2013 To: 06/30/2013 (Total Closed: 43)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	7	3	0.00
TELEPHONE - CUSTOMER RELATIONS	0	2	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - HIGH SPEED PRIVATE LINE SERVIC	0	1	0	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - REPAIR	0	1	14	3.98
TELEPHONE - SAFETY	0	1	0	0.00
TELEPHONE - UNREGULATED	0	10	0	20.98

Totals:	0	22	21	\$24.96
----------------	----------	-----------	-----------	----------------

Totals:	0	22	21	\$24.96
----------------	----------	-----------	-----------	----------------