

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

From: 07/01/2013 To: 06/30/2014 (Total Closed: 448)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	13	25	69	25,355.19
TELEPHONE - CRAMMING	2	1	1	249.57
TELEPHONE - CUSTOMER RELATIONS	0	11	10	155.98
TELEPHONE - DISCONNECT - ACTUAL	1	1	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	2	2	210.96
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	1	0.00
TELEPHONE - HIGH SPEED PRIVATE LINE SERVIC	0	2	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	2	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	0	2	0.00
TELEPHONE - LIFELINE	0	0	8	20.00
TELEPHONE - MISCELLANEOUS	0	2	3	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 - OTHER	0	1	18	85.79
TELEPHONE - REPAIR	3	13	165	159.09
TELEPHONE - SAFETY	0	1	2	0.00
TELEPHONE - SLAMMING	1	0	2	247.24
TELEPHONE - TAXES AND SURCHARGES	4	10	0	113.15
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	0	0.00
TELEPHONE - UNREGULATED	0	58	5	1,531.46

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

From: 07/01/2013 To: 06/30/2014 (Total Closed: 448)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00
Totals:	24	131	293	\$28,128.43
Totals:	24	131	293	\$28,128.43

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

From: 07/01/2013 To: 07/31/2013 (Total Closed: 45)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	1	9	200.00
TELEPHONE - LIFELINE	0	0	2	0.00
TELEPHONE - NEEDS SERVICE - CREDIT PROBLEM	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	0	2	19	9.10
TELEPHONE - SAFETY	0	0	1	0.00
TELEPHONE - TAXES AND SURCHARGES	0	3	0	0.00
TELEPHONE - UNREGULATED	0	4	1	40.41
Totals:	0	10	35	\$249.51
Totals:	0	10	35	\$249.51

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

From: 08/01/2013 To: 08/31/2013 (Total Closed: 49)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	2	4	8,548.52
TELEPHONE - CUSTOMER RELATIONS	0	1	2	142.79
TELEPHONE - DISCONNECT - PENDING	0	2	1	118.71
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	1	3	38.79
TELEPHONE - REPAIR	0	0	25	17.93
TELEPHONE - TAXES AND SURCHARGES	1	0	0	43.34
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	0	0.00
TELEPHONE - UNREGULATED	0	2	0	59.99

Totals:	3	11	35	\$8,970.07
----------------	----------	-----------	-----------	-------------------

Totals:	3	11	35	\$8,970.07
----------------	----------	-----------	-----------	-------------------

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

From: 09/01/2013 To: 09/30/2013 (Total Closed: 34)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	1	7	536.40
TELEPHONE - CRAMMING	0	1	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	3	1	0.75
TELEPHONE - DISCONNECT - ACTUAL	1	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 - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	1	8	10.34
TELEPHONE - SLAMMING	0	0	1	108.29
TELEPHONE - TAXES AND SURCHARGES	2	2	0	68.02
TELEPHONE - UNREGULATED	0	1	1	41.00
Totals:	3	10	21	\$764.80
Totals:	3	10	21	\$764.80

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

From: 10/01/2013 To: 10/31/2013 (Total Closed: 69)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	6	9	266.10
TELEPHONE - CRAMMING	1	0	0	128.53
TELEPHONE - CUSTOMER RELATIONS	0	1	1	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	4	12.00
TELEPHONE - REPAIR	0	1	36	27.00
TELEPHONE - SLAMMING	1	0	0	138.95
TELEPHONE - UNREGULATED	0	7	0	103.49

Totals:	2	15	52	\$676.07
----------------	----------	-----------	-----------	-----------------

Totals:	2	15	52	\$676.07
----------------	----------	-----------	-----------	-----------------

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

From: 11/01/2013 To: 11/30/2013 (Total Closed: 33)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	3	5	500.75
TELEPHONE - CRAMMING	1	0	0	104.11
TELEPHONE - CUSTOMER RELATIONS	0	2	0	0.00
TELEPHONE - REPAIR	0	1	13	0.00
TELEPHONE - SAFETY	0	0	1	0.00
TELEPHONE - UNREGULATED	0	4	1	412.19

Totals:	3	10	20	\$1,017.05
----------------	----------	-----------	-----------	-------------------

Totals:	3	10	20	\$1,017.05
----------------	----------	-----------	-----------	-------------------

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

From: 12/01/2013 To: 12/31/2013 (Total Closed: 33)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	4	7	13,500.22
TELEPHONE - CRAMMING	0	0	1	16.93
TELEPHONE - CUSTOMER RELATIONS	0	0	1	12.44
TELEPHONE - DISCONNECT - ACTUAL	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	1	6	8.50
TELEPHONE - UNREGULATED	0	6	0	0.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00
Totals:	1	14	18	\$13,538.09
Totals:	1	14	18	\$13,538.09

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

From: 01/01/2014 To: 01/31/2014 (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	6	84.27
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	1	0.00
TELEPHONE - HIGH SPEED PRIVATE LINE SERVIC	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	0	0	12	26.40
TELEPHONE - TAXES AND SURCHARGES	0	2	0	0.00
TELEPHONE - UNREGULATED	0	1	0	0.00

Totals:	1	8	22	\$110.67
----------------	----------	----------	-----------	-----------------

Totals:	1	8	22	\$110.67
----------------	----------	----------	-----------	-----------------

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

From: 02/01/2014 To: 02/28/2014 (Total Closed: 22)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	3	3	2	263.74
TELEPHONE - CUSTOMER RELATIONS	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	1	3	0.00
TELEPHONE - UNREGULATED	0	7	0	464.02

Totals:	3	11	8	\$727.76
----------------	----------	-----------	----------	-----------------

Totals:	3	11	8	\$727.76
----------------	----------	-----------	----------	-----------------

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

From: 03/01/2014 To: 03/31/2014 (Total Closed: 21)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	1	1	387.98
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	1	5	0.00
TELEPHONE - TAXES AND SURCHARGES	0	2	0	0.00
TELEPHONE - UNREGULATED	0	7	0	107.61

Totals:	2	12	7	\$495.59
----------------	----------	-----------	----------	-----------------

Totals:	2	12	7	\$495.59
----------------	----------	-----------	----------	-----------------

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

From: 04/01/2014 To: 04/30/2014 (Total Closed: 42)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	0	10	29.97
TELEPHONE - CUSTOMER RELATIONS	0	2	1	0.00
TELEPHONE - LIFELINE	0	0	2	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	3	1	9	0.00
TELEPHONE - SLAMMING	0	0	1	0.00
TELEPHONE - TAXES AND SURCHARGES	1	0	0	1.79
TELEPHONE - UNREGULATED	0	8	0	268.26
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00

Totals:	4	12	26	\$300.02
----------------	----------	-----------	-----------	-----------------

Totals:	4	12	26	\$300.02
----------------	----------	-----------	-----------	-----------------

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

From: 05/01/2014 To: 05/31/2014 (Total Closed: 28)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	1	4	633.28
TELEPHONE - CUSTOMER RELATIONS	0	0	1	0.00
TELEPHONE - LIFELINE	0	0	2	20.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - REPAIR	0	2	8	15.07
TELEPHONE - UNREGULATED	0	8	1	26.99

Totals:	0	11	17	\$695.34
----------------	----------	-----------	-----------	-----------------

Totals:	0	11	17	\$695.34
----------------	----------	-----------	-----------	-----------------

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

From: 06/01/2014 To: 06/30/2014 (Total Closed: 41)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	0	5	403.96
TELEPHONE - CUSTOMER RELATIONS	0	0	2	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	92.25
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	35.00
TELEPHONE - REPAIR	0	2	21	44.75
TELEPHONE - SAFETY	0	1	0	0.00
TELEPHONE - TAXES AND SURCHARGES	0	1	0	0.00
TELEPHONE - UNREGULATED	0	3	1	7.50

Totals:	2	7	32	\$583.46
----------------	----------	----------	-----------	-----------------

Totals:	2	7	32	\$583.46
----------------	----------	----------	-----------	-----------------