

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

From: 07/01/2014 To: 06/30/2015 ( Total Closed: 594 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	13	24	88	10,245.06
TELEPHONE - BROADBAND	0	40	0	0.00
TELEPHONE - CRAMMING	3	0	3	907.48
TELEPHONE - CUSTOMER RELATIONS	0	22	28	2,472.56
TELEPHONE - DISCONNECT - ACTUAL	2	1	3	207.60
TELEPHONE - DISCONNECT - PENDING	1	1	2	326.40
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	3	0.00
TELEPHONE - FEDERAL DETARIFFING	0	1	0	1,800.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	3	200.00
TELEPHONE - LEC/CLEC ACCESS TO	0	2	2	41.00
TELEPHONE - LIFELINE	0	5	6	171.60
TELEPHONE - MISCELLANEOUS	0	2	3	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	4	0.00
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	2	35.00
TELEPHONE - NEEDS SERVICE - OTHER	2	1	9	164.84
TELEPHONE - REPAIR	0	14	149	967.18
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	13	0.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	1	14	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	3	29	83.00
TELEPHONE - SAFETY	0	0	1	0.00

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

From: 07/01/2014 To: 06/30/2015 ( Total Closed: 594 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - SLAMMING	1	1	1	34.48
TELEPHONE - TAXES AND SURCHARGES	1	6	1	0.00
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	2	85.00
TELEPHONE - UNREGULATED	0	72	3	11,271.35
TELEPHONE - UNREGULATED / CELLULAR	0	3	0	12.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00

<b>Totals:</b>	<b>23</b>	<b>202</b>	<b>369</b>	<b>\$29,024.55</b>
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<b>Totals:</b>	<b>23</b>	<b>202</b>	<b>369</b>	<b>\$29,024.55</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 07/01/2014 To: 07/31/2014 ( Total Closed: 54 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	1	7	176.00
TELEPHONE - CUSTOMER RELATIONS	0	2	9	1,661.87
TELEPHONE - DISCONNECT - ACTUAL	1	0	0	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	0	29	236.50
TELEPHONE - UNREGULATED	0	2	0	6,694.15

<b>Totals:</b>	<b>2</b>	<b>5</b>	<b>47</b>	<b>\$8,768.52</b>
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<b>Totals:</b>	<b>2</b>	<b>5</b>	<b>47</b>	<b>\$8,768.52</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 08/01/2014 To: 08/31/2014 ( Total Closed: 83 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	2	6	386.85
TELEPHONE - CUSTOMER RELATIONS	0	2	2	0.00
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	2	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LIFELINE	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	2	0.00
TELEPHONE - REPAIR	0	1	49	161.00
TELEPHONE - TAXES AND SURCHARGES	0	5	0	0.00
TELEPHONE - TROUBLE ISOLATION CHARGE	0	0	1	0.00
TELEPHONE - UNREGULATED	0	4	1	0.00

<b>Totals:</b>	<b>2</b>	<b>14</b>	<b>67</b>	<b>\$547.85</b>
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<b>Totals:</b>	<b>2</b>	<b>14</b>	<b>67</b>	<b>\$547.85</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 09/01/2014 To: 09/30/2014 ( Total Closed: 50 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	1	5	443.12
TELEPHONE - CUSTOMER RELATIONS	0	0	6	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	0	2	41.00
TELEPHONE - LIFELINE	0	1	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - REPAIR	0	3	16	130.43
TELEPHONE - SAFETY	0	0	1	0.00
TELEPHONE - UNREGULATED	0	10	0	481.70

<b>Totals:</b>	<b>1</b>	<b>15</b>	<b>34</b>	<b>\$1,096.25</b>
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<b>Totals:</b>	<b>1</b>	<b>15</b>	<b>34</b>	<b>\$1,096.25</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 10/01/2014 To: 10/31/2014 ( 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	4	86.46
TELEPHONE - CUSTOMER RELATIONS	0	4	4	248.08
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	200.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - REPAIR	0	1	17	29.25
TELEPHONE - TROUBLE ISOLATION CHARGE	0	0	1	85.00
TELEPHONE - UNREGULATED	0	3	0	250.00
<b>Totals:</b>	<b>0</b>	<b>8</b>	<b>29</b>	<b>\$898.79</b>
<b>Totals:</b>	<b>0</b>	<b>8</b>	<b>29</b>	<b>\$898.79</b>

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

From: 11/01/2014 To: 11/30/2014 ( Total Closed: 36 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	2	6	2,034.00
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	4	1	360.00
TELEPHONE - DISCONNECT - ACTUAL	0	1	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	231.40
TELEPHONE - LEC/CLEC ACCESS TO	0	1	0	0.00
TELEPHONE - LIFELINE	0	1	1	171.60
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	1	35.00
TELEPHONE - REPAIR	0	1	5	8.50
TELEPHONE - SLAMMING	0	0	1	34.48
TELEPHONE - TAXES AND SURCHARGES	0	0	1	0.00
TELEPHONE - UNREGULATED	0	5	0	207.00

<b>Totals:</b>	<b>1</b>	<b>17</b>	<b>18</b>	<b>\$3,081.98</b>
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<b>Totals:</b>	<b>1</b>	<b>17</b>	<b>18</b>	<b>\$3,081.98</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 12/01/2014 To: 12/31/2014 ( Total Closed: 39 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	3	2	9	1,924.18
TELEPHONE - CUSTOMER RELATIONS	0	1	0	20.45
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	1	0.00
TELEPHONE - LIFELINE	0	1	1	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - REPAIR	0	1	8	1.50
TELEPHONE - TAXES AND SURCHARGES	0	1	0	0.00
TELEPHONE - UNREGULATED	0	6	2	159.04

<b>Totals:</b>	<b>3</b>	<b>13</b>	<b>23</b>	<b>\$2,105.17</b>
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<b>Totals:</b>	<b>3</b>	<b>13</b>	<b>23</b>	<b>\$2,105.17</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 01/01/2015 To: 01/31/2015 ( Total Closed: 29 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	2	10	578.15
TELEPHONE - BROADBAND	0	4	0	0.00
TELEPHONE - CRAMMING	1	0	1	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	0	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	0	0	3	0.00
TELEPHONE - TROUBLE ISOLATION CHARGE	0	1	0	0.00
TELEPHONE - UNREGULATED	0	1	0	0.00

<b>Totals:</b>	<b>2</b>	<b>10</b>	<b>17</b>	<b>\$578.15</b>
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<b>Totals:</b>	<b>2</b>	<b>10</b>	<b>17</b>	<b>\$578.15</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 02/01/2015 To: 02/28/2015 ( Total Closed: 46 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	0	10	764.59
TELEPHONE - CRAMMING	1	0	1	67.48
TELEPHONE - CUSTOMER RELATIONS	0	3	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	1	0	60.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - REPAIR	0	1	3	0.00
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	6	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	1	0.00
TELEPHONE - UNREGULATED	0	14	0	986.34
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	12.00
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00
<b>Totals:</b>	<b>2</b>	<b>21</b>	<b>23</b>	<b>\$1,890.41</b>
<b>Totals:</b>	<b>2</b>	<b>21</b>	<b>23</b>	<b>\$1,890.41</b>

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

From: 03/01/2015 To: 03/31/2015 ( Total Closed: 58 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	7	7	799.70
TELEPHONE - BROADBAND	0	24	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	2	0	69.99
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	35.00
TELEPHONE - REPAIR	0	1	2	35.00
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	2	0.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	1	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	1	1	50.00
TELEPHONE - UNREGULATED	0	8	0	1,339.56

<b>Totals:</b>	<b>0</b>	<b>43</b>	<b>15</b>	<b>\$2,329.25</b>
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<b>Totals:</b>	<b>0</b>	<b>43</b>	<b>15</b>	<b>\$2,329.25</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 04/01/2015 To: 04/30/2015 ( Total Closed: 40 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	2	11	1,456.88
TELEPHONE - BROADBAND	0	7	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	69.99
TELEPHONE - DISCONNECT - PENDING	1	0	1	35.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	2	0	0	97.00
TELEPHONE - REPAIR	0	1	2	300.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	2	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	2	0.00
TELEPHONE - SLAMMING	1	0	0	0.00
TELEPHONE - UNREGULATED	0	4	0	156.64
<b>Totals:</b>	<b>5</b>	<b>16</b>	<b>19</b>	<b>\$2,115.51</b>
<b>Totals:</b>	<b>5</b>	<b>16</b>	<b>19</b>	<b>\$2,115.51</b>

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

From: 05/01/2015 To: 05/31/2015 ( Total Closed: 55 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	3	7	1,030.41
TELEPHONE - BROADBAND	0	1	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	0	3	42.18
TELEPHONE - DISCONNECT - ACTUAL	1	0	0	207.60
TELEPHONE - FEDERAL DETARIFFING	0	1	0	1,800.00
TELEPHONE - LEC/CLEC ACCESS TO	0	1	0	0.00
TELEPHONE - LIFELINE	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	1	0	0.00
TELEPHONE - REPAIR	0	1	5	0.00
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	3	0.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	5	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	8	33.00
TELEPHONE - TAXES AND SURCHARGES	1	0	0	0.00
TELEPHONE - UNREGULATED	0	10	0	677.92
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00
<b>Totals:</b>	<b>4</b>	<b>20</b>	<b>31</b>	<b>\$3,791.11</b>

<b>Totals:</b>	<b>4</b>	<b>20</b>	<b>31</b>	<b>\$3,791.11</b>
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**Types of Filed Contacts - Selected Utility(s): Summary**

From: 06/01/2015 To: 06/30/2015 ( Total Closed: 67 )

All Records

**Qwest Corporation d.b.a. CenturyLink QC**

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	2	6	564.72
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CRAMMING	1	0	1	840.00
TELEPHONE - CUSTOMER RELATIONS	0	2	1	0.00
TELEPHONE - LIFELINE	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	32.84
TELEPHONE - REPAIR	0	3	10	65.00
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	2	0.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	1	6	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	2	17	0.00
TELEPHONE - SLAMMING	0	1	0	0.00
TELEPHONE - UNREGULATED	0	5	0	319.00
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	0.00

<b>Totals:</b>	<b>1</b>	<b>20</b>	<b>46</b>	<b>\$1,821.56</b>
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<b>Totals:</b>	<b>1</b>	<b>20</b>	<b>46</b>	<b>\$1,821.56</b>
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