

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

From: 07/01/2015 To: 06/30/2016 (Total Closed: 621)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	19	37	108	12,555.45
TELEPHONE - BROADBAND	0	34	1	0.00
TELEPHONE - CRAMMING	3	2	3	144.97
TELEPHONE - CUSTOMER RELATIONS	0	17	12	252.29
TELEPHONE - DISCONNECT - ACTUAL	1	1	4	125.52
TELEPHONE - DISCONNECT - PENDING	0	0	3	0.00
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	2	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	1	0.00
TELEPHONE - LEC/CLEC ACCESS TO	1	0	1	0.00
TELEPHONE - LIFELINE	1	6	7	192.32
TELEPHONE - LOCAL CALLING AREAS (LCAP/CICP	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	6	4	0.00
TELEPHONE - NEEDS SERVICE - FACIL +30 DAYS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	3	70.00
TELEPHONE - NEEDS SERVICE - OTHER	2	2	10	11.53
TELEPHONE - REPAIR	3	14	98	1,144.19
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	17	188.54
TELEPHONE - REPAIR - OUT 4-6 DAYS	1	2	33	596.59
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	58	1,161.78
TELEPHONE - SAFETY	1	0	0	0.00

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

From: 07/01/2015 To: 06/30/2016 (Total Closed: 621)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - SLAMMING	1	0	3	473.05
TELEPHONE - TAXES AND SURCHARGES	2	2	1	32.54
TELEPHONE - UNREGULATED	0	76	11	5,683.08
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	41.69
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	3	0	0.00
Totals:	35	204	382	\$22,673.54
Totals:	35	204	382	\$22,673.54

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

From: 07/01/2015 To: 07/31/2015 (Total Closed: 104)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	3	10	2,887.64
TELEPHONE - BROADBAND	0	10	0	0.00
TELEPHONE - CRAMMING	0	0	2	55.75
TELEPHONE - CUSTOMER RELATIONS	0	6	2	82.25
TELEPHONE - LEC/CLEC ACCESS FROM	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS TO	0	0	1	0.00
TELEPHONE - LIFELINE	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	2	0	0.00
TELEPHONE - REPAIR	0	3	14	141.65
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	5	11.22
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	8	93.72
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	26	467.36
TELEPHONE - UNREGULATED	0	6	1	244.15
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00

Totals:	2	33	69	\$3,983.74
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Totals:	2	33	69	\$3,983.74
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Types of Filed Contacts - Selected Utility(s): Summary

From: 08/01/2015 To: 08/31/2015 (Total Closed: 51)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	0	8	250.88
TELEPHONE - BROADBAND	0	3	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	0	1	122.25
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	1	35.00
TELEPHONE - REPAIR	1	0	10	241.44
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	2	115.24
TELEPHONE - REPAIR - OUT 4-6 DAYS	1	1	3	112.09
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	4	138.60
TELEPHONE - TAXES AND SURCHARGES	0	1	0	0.00
TELEPHONE - UNREGULATED	0	9	2	727.42

Totals:	4	14	33	\$1,742.92
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Totals:	4	14	33	\$1,742.92
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Types of Filed Contacts - Selected Utility(s): Summary

From: 09/01/2015 To: 09/30/2015 (Total Closed: 42)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	1	11	1,673.67
TELEPHONE - BROADBAND	0	3	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	0	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	1	0	26.52
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	35.00
TELEPHONE - NEEDS SERVICE - OTHER	0	1	0	0.00
TELEPHONE - REPAIR	0	1	7	160.65
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	2	13.45
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	2	9.06
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	2	35.42
TELEPHONE - UNREGULATED	0	4	0	890.00
TELEPHONE - UNREGULATED / CELLULAR	0	1	0	41.69
Totals:	0	14	28	\$2,885.46

Totals:	0	14	28	\$2,885.46
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Types of Filed Contacts - Selected Utility(s): Summary

From: 10/01/2015 To: 10/31/2015 (Total Closed: 56)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	4	10	443.41
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	2	2	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	99.00
TELEPHONE - LIFELINE	0	0	1	192.32
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	0.00
TELEPHONE - REPAIR	0	2	11	43.28
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	6	46.52
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	4	46.62
TELEPHONE - TAXES AND SURCHARGES	0	1	0	0.00
TELEPHONE - UNREGULATED	0	7	1	307.98

Totals:	0	18	38	\$1,179.13
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Totals:	0	18	38	\$1,179.13
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Types of Filed Contacts - Selected Utility(s): Summary

From: 11/01/2015 To: 11/30/2015 (Total Closed: 42)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	3	4	447.94
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	0.00
TELEPHONE - DISCONNECT - ACTUAL	0	0	1	0.00
TELEPHONE - LIFELINE	0	0	2	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	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	8	202.78
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	1	3.27
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	2	99.34
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	3	37.31
TELEPHONE - TAXES AND SURCHARGES	1	0	1	30.00
TELEPHONE - UNREGULATED	0	4	2	212.90
Totals:	3	11	28	\$1,033.54

Totals:	3	11	28	\$1,033.54
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Types of Filed Contacts - Selected Utility(s): Summary

From: 12/01/2015 To: 12/31/2015 (Total Closed: 48)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	0	4	6	1,070.43
TELEPHONE - LIFELINE	0	2	1	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - REPAIR	0	0	8	127.89
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	2	28.30
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	6	90.07
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	11	262.78
TELEPHONE - SLAMMING	1	0	0	98.37
TELEPHONE - UNREGULATED	0	4	2	115.40

Totals:	1	10	37	\$1,793.24
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Totals:	1	10	37	\$1,793.24
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Types of Filed Contacts - Selected Utility(s): Summary

From: 01/01/2016 To: 01/31/2016 (Total Closed: 42)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	6	7	747.38
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CRAMMING	1	0	0	15.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	0.00
TELEPHONE - DISCONNECT - PENDING	0	0	2	0.00
TELEPHONE - MISCELLANEOUS	0	2	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	3	0.00
TELEPHONE - REPAIR	0	0	5	68.63
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	1	9.02
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	2	45.01
TELEPHONE - SLAMMING	0	0	1	34.46
TELEPHONE - TAXES AND SURCHARGES	1	0	0	2.54
TELEPHONE - UNREGULATED	0	6	0	0.00

Totals:	3	17	22	\$922.04
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Totals:	3	17	22	\$922.04
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Types of Filed Contacts - Selected Utility(s): Summary

From: 02/01/2016 To: 02/29/2016 (Total Closed: 33)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	2	11	947.54
TELEPHONE - BROADBAND	0	1	0	0.00
TELEPHONE - CRAMMING	0	1	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	0	10.00
TELEPHONE - LEC/CLEC ACCESS TO	1	0	0	0.00
TELEPHONE - LIFELINE	1	0	0	0.00
TELEPHONE - LOCAL CALLING AREAS (LCAP/CICP	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	2	0.00
TELEPHONE - REPAIR	0	2	2	75.23
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	1	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	1	0.00
TELEPHONE - UNREGULATED	0	3	0	105.12
TELEPHONE - UNREGULATED / VOICE OVER INTERNET	0	1	0	0.00

Totals:	4	11	18	\$1,137.89
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Totals:	4	11	18	\$1,137.89
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Types of Filed Contacts - Selected Utility(s): Summary

From: 03/01/2016 To: 03/31/2016 (Total Closed: 46)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	6	2	11	1,523.00
TELEPHONE - BROADBAND	0	4	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	30.00
TELEPHONE - DISCONNECT - PENDING	0	0	1	0.00
TELEPHONE - EQUAL ACCESS TO LOCAL & LD CAR	0	0	1	0.00
TELEPHONE - LIFELINE	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	1	1	2	0.00
TELEPHONE - REPAIR	0	1	6	64.51
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	1	0.00
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	1	32.21
TELEPHONE - UNREGULATED	0	4	1	769.00
Totals:	7	14	25	\$2,418.72
Totals:	7	14	25	\$2,418.72

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

From: 04/01/2016 To: 04/30/2016 (Total Closed: 60)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	2	7	12	1,103.95
TELEPHONE - BROADBAND	0	2	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	3	2	0.00
TELEPHONE - DISCONNECT - ACTUAL	1	0	1	0.00
TELEPHONE - LIFELINE	0	0	1	0.00
TELEPHONE - MISCELLANEOUS	0	1	0	0.00
TELEPHONE - NEEDS SERVICE - OTHER	0	0	1	11.53
TELEPHONE - REPAIR	1	2	11	0.00
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	1	1	18.24
TELEPHONE - SLAMMING	0	0	1	0.00
TELEPHONE - UNREGULATED	0	10	0	0.00
Totals:	4	26	30	\$1,133.72
Totals:	4	26	30	\$1,133.72

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

From: 05/01/2016 To: 05/31/2016 (Total Closed: 47)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	2	8	219.07
TELEPHONE - BROADBAND	0	2	1	0.00
TELEPHONE - CRAMMING	2	0	0	0.00
TELEPHONE - CUSTOMER RELATIONS	0	1	1	7.79
TELEPHONE - NEEDS SERVICE - FACIL -30 DAYS	0	0	1	0.00
TELEPHONE - REPAIR	1	1	6	13.62
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	2	103.67
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	2	1.47
TELEPHONE - SAFETY	1	0	0	0.00
TELEPHONE - SLAMMING	0	0	1	340.22
TELEPHONE - UNREGULATED	0	12	2	1,486.96
Totals:	5	18	24	\$2,172.80
Totals:	5	18	24	\$2,172.80

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

From: 06/01/2016 To: 06/30/2016 (Total Closed: 50)

All Records

Qwest Corporation d.b.a. CenturyLink QC

Subject	Not in Compliance	Request for Information	Objections	\$ Saved
TELEPHONE - BILLING	1	4	10	1,240.54
TELEPHONE - BROADBAND	0	3	0	0.00
TELEPHONE - CRAMMING	0	1	1	74.22
TELEPHONE - CUSTOMER RELATIONS	0	1	0	0.00
TELEPHONE - LEC/CLEC ACCESS FROM	0	0	1	0.00
TELEPHONE - LIFELINE	0	1	0	0.00
TELEPHONE - MISCELLANEOUS	0	0	1	0.00
TELEPHONE - NEEDS SERVICE - OTHER	1	0	0	0.00
TELEPHONE - REPAIR	0	1	10	4.51
TELEPHONE - REPAIR - OUT 1-3 DAYS	0	0	3	17.06
TELEPHONE - REPAIR - OUT 4-6 DAYS	0	0	2	14.86
TELEPHONE - REPAIR - OUT 7+ DAYS	0	0	2	95.00
TELEPHONE - UNREGULATED	0	7	0	824.15

Totals:	2	18	30	\$2,270.34
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Totals:	2	18	30	\$2,270.34
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