



JoAnn Hanson
Vice President Regulatory Affairs
(612) 663-5989

February 17, 2015

Mr. Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101-2147

**Re: In the Matter of a Petition of Qwest Corporation for Approval of its Second Revised Alternative Form of Regulation Plan
Docket Nos. P-421/AR-09-790 and P-421/AR-13-498**

Dear Mr. Wolf:

Qwest Corporation dba CenturyLink (CenturyLink) submits this report pursuant to the Commission Order in Docket Nos. P-421/AR-09-790 and P-421/AR-13-498. CenturyLink is required to submit the following service quality data regarding Minnesota customers on an annual basis. This document includes retail service quality data from January 2014 through December 2014 that demonstrates CenturyLink is in substantial compliance as defined in its AFOR.

- A) Annual Statewide Results Summary Page
- B) Monthly Installation Interval Results by Wire Center
- C) Monthly Restoration of Out-of-Service Results by Wire Center
- D) Monthly Trouble Report Rate by LATA and Wire Center
- E) Monthly POTS Repeat Trouble Report Rate Results by Wire Center
- F) Monthly Held Order Results by Wire Center
- G) Monthly Service Center Access
- H) Monthly POTS Missed Repair Commitments by Wire Center

200 South 5th Street, Room 2200
Minneapolis, MN 55402
www.centurylink.com

PUBLIC DOCUMENT
TRADE SECRET DATA HAS BEEN EXCISED

Mr. Daniel P. Wolf
Page 2
February 17, 2015

Please direct any questions regarding the attached reports to JoAnn Hanson.

Sincerely,

/s/ JoAnn Hanson

JoAnn Hanson

JH/bardm

Enclosures

**TRADE SECRET/PRIVILEGED INFORMATION
CLASSIFICATION RATIONALE**

State: Minnesota

Description/Title of Information: In the Matter of a Petition of Qwest Corporation for Approval of its Second Revised Alternative Form of Regulation Plan
Docket No. P-421/AR-09-790 and P-421/AR-13-498

Rationale: CenturyLink's service quality data report contains information that is considered Trade Secret because the information is not generally known to, and not being readily ascertainable by proper means by, other persons who can obtain value from its disclosure or use. For this reason, CenturyLink's service quality data report should be protected from public disclosure.

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Julia	Anderson	Julia.Anderson@ag.state.mn.us	Office of the Attorney General-DOC	1800 BRM Tower 445 Minnesota St St. Paul, MN 551012134	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
Linda	Chavez	linda.chavez@state.mn.us	Department of Commerce	85 7th Place E Ste 500 Saint Paul, MN 55101-2198	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
JoAnn	Hanson	joann.hanson@centurylink.com	CenturyLink	200 S 5th St Ste 2200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
John	Lindell	agorud.ecf@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012130	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
Jason	Topp	jason.topp@centurylink.com	CenturyLink	200 S 5th St Ste 2200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
Daniel P	Wolf	dan.wolf@state.mn.us	Public Utilities Commission	121 7th Place East Suite 350 St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general

Report Has Been

Redacted in its

Entirety
