



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

February 18, 2014

Dr. Burl W. Haar  
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 Dr. Haar:

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 2013 through December 2013.

- 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](http://www.centurylink.com)

**PUBLIC DOCUMENT**  
**TRADE SECRET DATA HAS BEEN EXCISED**

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

Sincerely,

/s/ JoAnn Hanson

JoAnn Hanson

JH/bardm

Enclosures

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
Burl W.	Haar	burl.haar@state.mn.us	Public Utilities Commission	Suite 350 121 7th Place East St. Paul, MN 551012147	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
JoAnn	Hanson	joann.hanson@centurylink.com	Century Link	200 S 5th St Ste 2200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general
John	Lindell	agonud.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	Century Link	200 S 5th St Ste 2200 Minneapolis, MN 55402	Electronic Service	No	GEN_SL_Qwest Corporation_Qwest service list general

**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 Nos. 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.

**Report Has Been**

**Redacted in its**

**Entirety**

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