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August 29, 2011

Records
New Mexico Public Regulation Commission
1120 Paseo de Peralta
Santa Fe, New Mexico 87501

RE: July 2011 Rule 17.11.22.20.B, Timely Response By Customer Service Representatives

Enclosed for filing are the original and 5 copies of Qwest Corporation d/b/a CenturyLink QC Access Monitoring Report for July 2011, filed pursuant to the Commission's rule 17.11.22.20.B. An electronic filing is also enclosed.

Please call me if you have questions regarding this information.

Sincerely,

Ron L Trullinger

NEW MEXICO RULE 17.11.22.20.B TIMELY RESPONSE BY CUSTOMER SERVICE REPRESENTATIVES - JULY 2011

METRIC DESCRIPTION	JULY 2011		REASON FOR FAILURE	REMEDIAL ACTION TAKEN	KNOWN RESULTS OF THE REMEDIAL ACTION
	RESULT	STANDARD			
Average Wait Time - RES	19.35	35			
Percentage of Calls Busy - RES	0.00%	1.00%			
Average Wait Time - BUS	13.64	35			
Percentage of Calls Busy - BUS	0.00%	1.00%			
Average Wait Time - REPAIR	39.71	35	Several instances of high volumes associated with outages and weather that led to an overage on ASA.	Increased hours to handle higher volumes.	New Mexico results have improved substantially in August.
Percentage of Calls BUSY - REPAIR	0.00%	1.00%			