

Qwest Corporation
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Michael Horcasitas
Director Public Policy

April 28, 2008

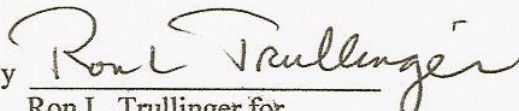
New Mexico Public Regulation Commission
Telecommunications Division
224 East Palace Ave.
Santa Fe, New Mexico 87501-2013

RE: March 2008 Rule 17.11.22.20.B, Timely Response By Customer Service Representatives

Enclosed for filing are the original and 5 copies of Qwest's Access Monitoring Report for March 2008, 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,

By 
Ron L. Trullinger for
Michael Horcasitas

NEW MEXICO RULE 17.11.22.20.B TIMELY RESPONSE BY CUSTOMER SERVICE REPRESENTATIVES - MARCH 2008

METRIC DESCRIPTION	MARCH 2008		REASON FOR FAILURE	REMEDIAL ACTION TAKEN	KNOWN RESULTS OF THE REMEDIAL ACTION
	RESULT	STANDARD			
Average Wait Time - RES	41.11	35	Monday wait times are significantly higher than Tuesday - Friday wait times.	On Mondays we are continuing to schedule mandatory and voluntary overtime. Minimal off-line time scheduled and continued focus on reducing handling times and call outs.	Monday's average wait times are continuing to drop month over month.
Percentage of Calls Busy - RES	0.00%	1.00%			
Average Wait Time - BUS	8.94	35			
Percentage of Calls Busy - BUS	0.00%	1.00%			
Average Wait Time - REPAIR	37.93	35	Volumes increased over forecasts during the 2nd and 4th weeks of March.	Mandatory overtime was put in place during the last half of March.	Increased consistency and lower average wait times resulted throughout the last part of March.
Percentage of Calls BUSY - REPAIR	0.61%	1.00%			