

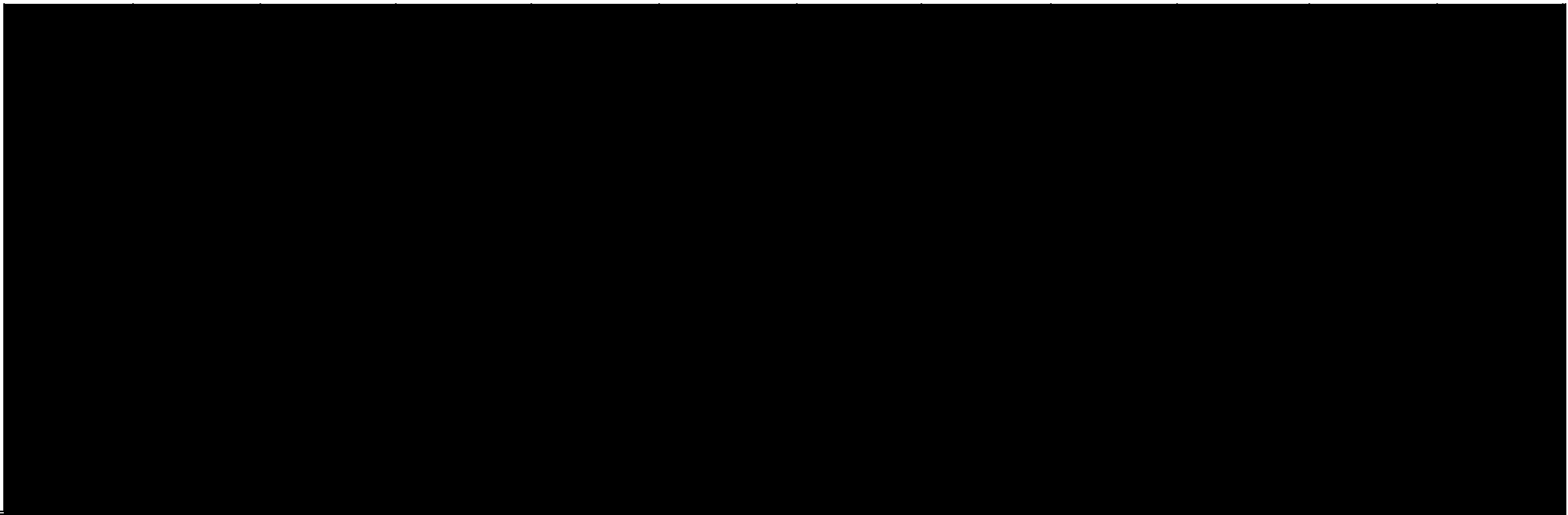
WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Feb-11

MEASUREMENTS	Feb-11
Install Commitments	
Commitments Made	402
Commitments Missed	19
Excludes	0
Repair Commitments	
Commitments Made	1,275
Commitments Missed	105
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	421
Missed Installs	30
% Orders Completed	92.9%
Service Activation - >90 Days	
Total Orders Completed	1,351
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	3,404
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	127,442
Trouble Tickets	1,247
Trbls per 100 Access Lines	1.0
OOS Cleared within 48 Hours	
OOS Tickets	842
OOS Cleared within 48 Hrs	832
OOS Cleared > 48 Hrs	10
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	405
NOOS Cleared within 72 Hrs	376
NOOS Cleared > 72 Hrs	29
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Mar-11

MEASUREMENTS	Mar-11
Install Commitments	
Commitments Made	496
Commitments Missed	24
Excludes	0
Repair Commitments	
Commitments Made	1,441
Commitments Missed	103
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	520
Missed Installs	34
% Orders Completed	93.5%
Service Activation - >90 Days	
Total Orders Completed	1,411
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,928
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	126,821
Trouble Tickets	1,354
TrbIs per 100 Access Lines	1.1
OOS Cleared within 48 Hours	
OOS Tickets	929
OOS Cleared within 48 Hrs	926
OOS Cleared > 48 Hrs	3
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	425
NOOS Cleared within 72 Hrs	396
NOOS Cleared > 72 Hrs	29
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

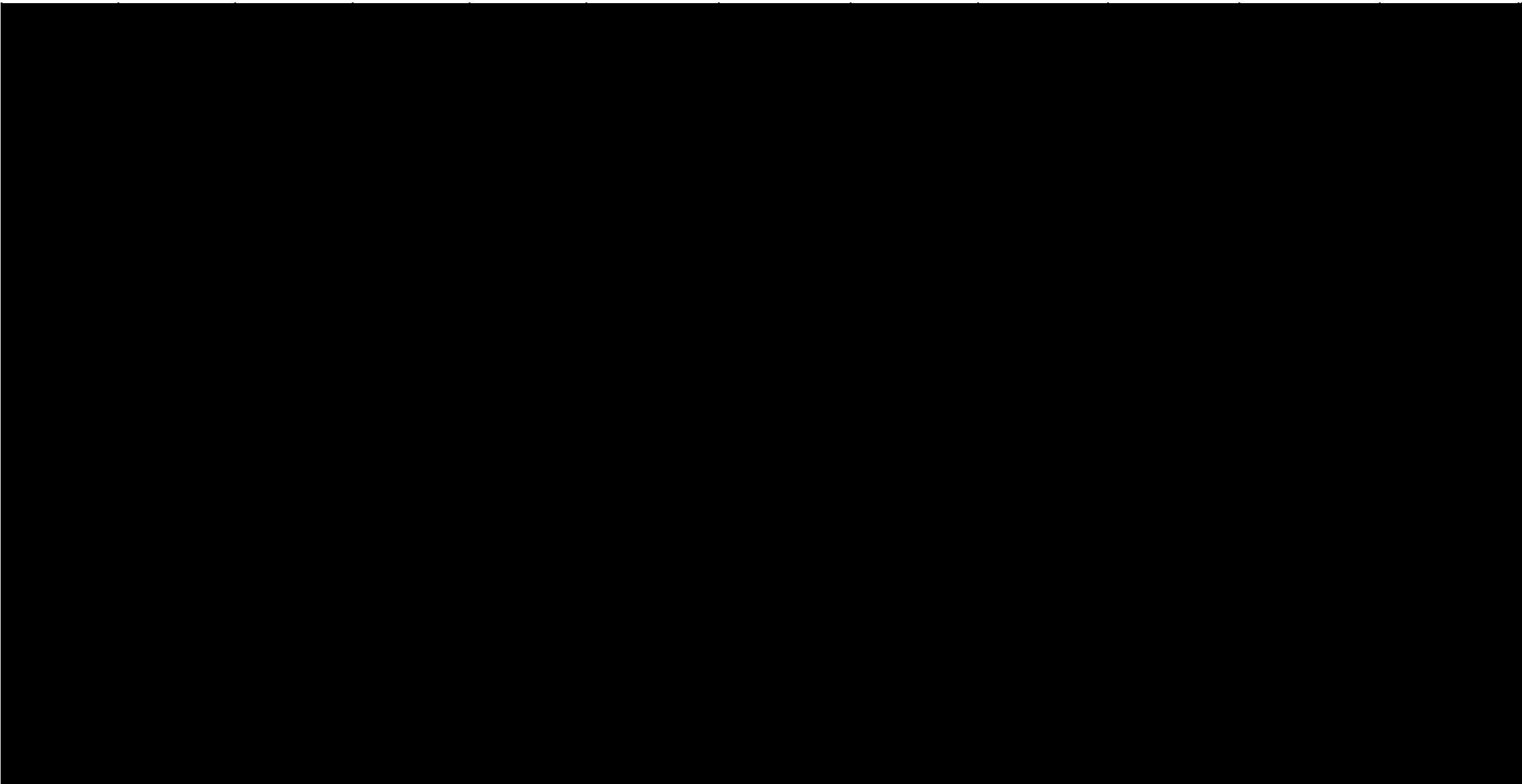
OCEAN PARK
OCOSTA
ODESSA
ORTING
PACIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
RANDLE
RIMROCK
REARDEN
RITZVILLE
ROYAL CITY
RAYMOND-LABAM
SOUTH BEND
SNOQUALMIE PASS
SPRAGUE
SOUTH PRAIRIE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
NESPELEM
WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT



Monthly percentages
completed within five
days

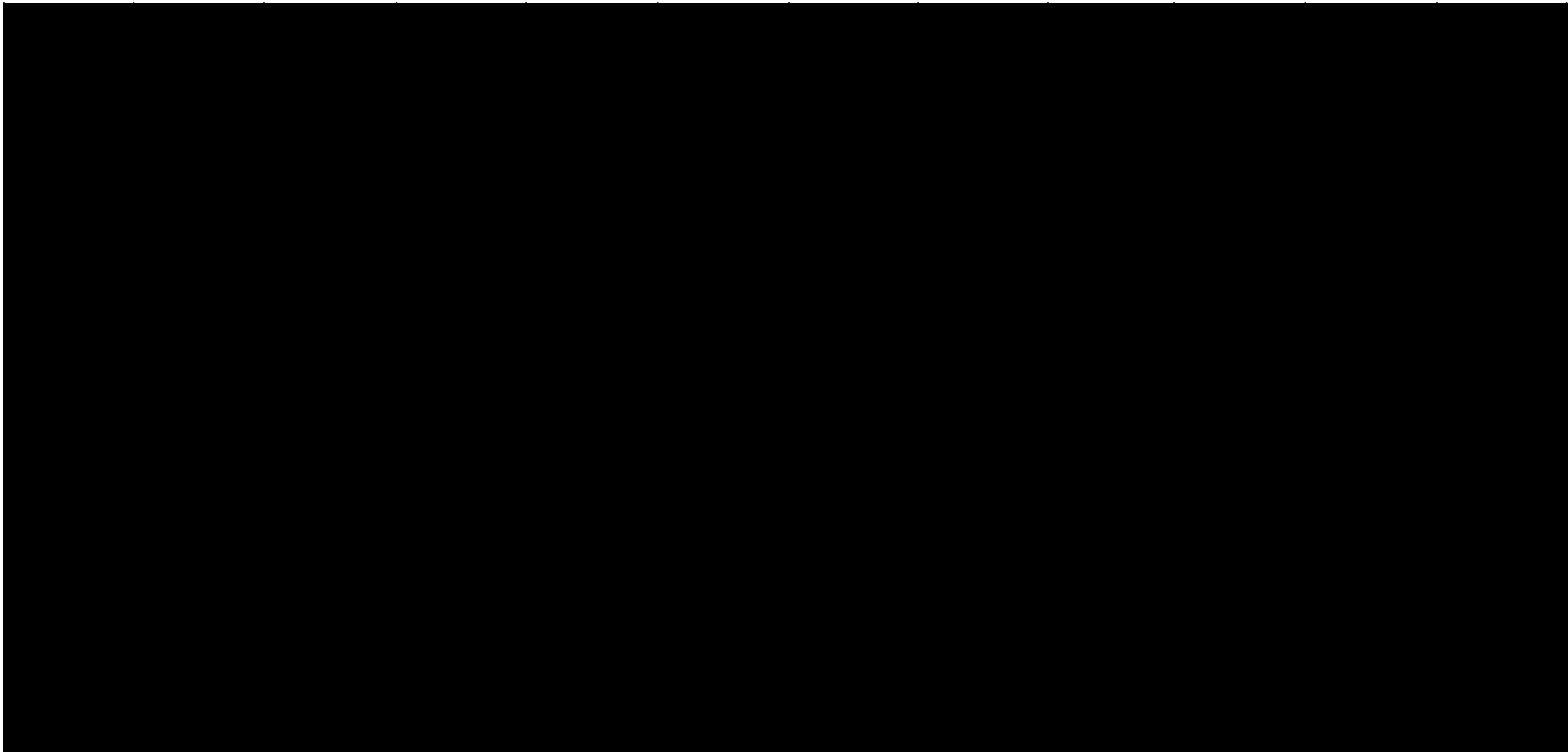
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MEDICAL LAKE
MONTESANO
MATHEWS CORNERS
NORTH BEND
NEAH BAY
NORTH VASHON
OCEAN PARK
OCOSTA
ODESSA
ORTING
PACIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
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TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
NESPELEM
WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT



**Monthly percentages
completed within 90
days**

MEDICAL LAKE
MONTESANO
MATHEWS CORNERS
NORTH BEND
NEAH BAY
NORTH VASHON
OCEAN PARK
OCOSTA
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VASHON
WILBUR
NESPELEM
WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT



**Monthly percentages
completed within 180
days**

WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL
Rolling 12 Months Apr 2010 - Mar 2011

Exchange	Apr-10			May-10			Jun-10			Jul-10			Aug-10			Sep-10			Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11		
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100		
	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result			
ALMIRA																																				
ARLETTA																																				
ASHFORD																																				
AMES LAKE																																				
BLAKELY ISLAND																																				
BASIN CITY																																				
CHINOOK																																				
CHENEY																																				
CHEWELAH																																				
CLALLAM BAY																																				
COULEE CITY																																				
CLEARWATER																																				
CONNELL																																				
CARNATION																																				
CRESTON																																				
CURTIS																																				
CATHLAMET																																				
COWICHE																																				
DAVENPORT																																				
EDWALL-TYLER																																				
ELMA																																				
ELTOPIA																																				
EASTSOUND																																				
EUREKA																																				
EWU																																				
FALL CITY																																				
FRIDAY HARBOR																																				
FORKS																																				
GIG HARBOR																																				
GLENOMA																																				
HUMPTULIPS																																				
HANSVILLE																																				
HARRINGTON																																				
HUNTERS																																				
KINGSTON																																				
KAHLOTUS																																				
KETTLE FALLS																																				
LIND																																				
LAKEBAY																																				
LAKE QUINAULT																																				
LONG BEACH																																				
LOPEZ																																				
MCCLEARY																																				
MEDICAL LAKE																																				
MONTESANO																																				
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