WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL Feb-11										
MEASUREMENTS	Feb-11									
Install Commitments Commitments Made Commitments Missed Excludes	402 19 0									
Repair Commitments Commitments Made Commitments Missed Excludes	1,275 105 0									
Service Activation - 5 business day Total Orders Completed Missed Installs % Orders Completed	421 30 92.9%									
Service Activation - >90 Days  Total Orders Completed  Installs Held Over 90 Days  % of Orders Completed within 90 Days	1,351 1 99.9%									
Service Activation - >180 Days  Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	3,404 1 100.0%									
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	127,442 1,247 1.0									
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	842 832 10 0									
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	405 376 29 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	2 222									
Total Orders Completed	2,928									
Installs Held Over 180 Days	3									
% of Orders Completed within 180 Days	99.9%									
Trbls per 100 Access Lines										
Access Lines	126,821									
Trouble Tickets	1,354									
Trbls 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									

## WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURY TEL

Rolling 12 Months Apr 2010 - Mar 2011

	Apr	·-10	Ma	ıy-10	Jun	n-10	Jul	-10	Aud	g-10	Sep	2010	Oct	t-10	No	v-10	Dec	:-10	Jan	-11	Feb	)-11 T	Mar	-11
Fuel	Total																							
Exchange	Orders	Missed																						
	Cmpltd	Installs																						
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																								
CORNERS																								
NORTH BEND																								
NEAH BAY																								
NORTH VASHON																								
II. 1311111 17.011011																								

	 	 	 	 _
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

Confidential per WAC 480-07-160

## WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL

Rolling 12 Months Apr 2010 - Mar 2011

	Apr-	10	May-	-10	Jun-	10	Jul-1	10	Aug-	10	Sep-1	0	Oct-1	0	Nov-	10	Dec-1	10	Jan-1	1	Feb-1	1 I	Mar-11	1
		Held	Total			Held		Held		Held	Total	Held												
Exchange	Orders		Orders		Orders		Orders	>90																
			Cmpltd								Cmpltd	Days	Cmpltd	Days		Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days		Days
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 MATHEWS CORNERS NORTH BEND NEAH BAY NORTH VASHON 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 90 days

## WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL

Rolling 12 Months Apr 2010 - Mar 2011

									KOI	y 12 W	onuis Apr	2010 - IVI	u: <b>2</b> 011											
	Apr	-10	May	<b>7-10</b>	Jun	-10	Jul-	10	Aug	-10	Sep	-10	Oct-	-10	Nov-	10	Dec	-10	Jan-	11	Feb	-11	Mar	·11
Exchange	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Lacitatige	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180		>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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																								
EAST SOUND																								
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 MATHEWS CORNERS NORTH BEND NEAH BAY NORTH VASHON 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 180 days

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

I	Apr-10	May-10		Jun-10	Jul-10		Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Exchange	Trbls per 100	Trbls per 10	00	Trbls per 100	Trbls per 10	00	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 Res	ult AL Tkts	Result	AL Tkts Result	AL Tkts I	Result	AL Tkts Result	AL Tkts Res	ult AL Tkts Result	t 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														
MATHEWS CORNER														
NORTH BEND														
NEAH BAY														
NORTH VASHON														
OCEAN PARK														
OCOSTA ODESSA														
ODESSA ORTING														
PACIFIC BEACH														
PACKWOOD														
PE ELL														
PUGET SOUND														
RANDLE														
RIMROCK														
REARDEN														

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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								

Confidential per WAC 480-07-160