

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Jan-11

MEASUREMENTS	Jan-11
Install Commitments	
Commitments Made	454
Commitments Missed	16
Excludes	0
Repair Commitments	
Commitments Made	1,718
Commitments Missed	165
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	470
Missed Installs	66
% Orders Completed	86.0%
TrbIs per 100 Access Lines	
Access Lines	127,961
Trouble Tickets	1,694
TrbIs per 100 Access Lines	1.3
OOS Cleared within 48 Hours	
OOS Tickets	1,105
OOS Cleared within 48 Hrs	1,091
OOS Cleared > 48 Hrs	14
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	589
NOOS Cleared within 72 Hrs	533
NOOS Cleared > 72 Hrs	56
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
 Jan-2011**

Exchange	Jan-11	
	Total Orders Cmpltd	Missed Installs
ALMIRA		0
ARLETTA		0
ASHFORD		0
AMES LAKE		0
BLAKELY ISLAND		0
BASIN CITY		0
CHINOOK		0
CHENEY		4
CHEWELAH		4
CLALLAM BAY		0
COULEE CITY		1
CLEARWATER		0
CONNELL		3
CARNATION		0
CRESTON		0
CURTIS		0
CATHLAMET		1
COWICHE		0
DAVENPORT		0
EDWALL-TYLER		0
ELMA		0
ELTOPIA		0
EASTSOUND		3
EUREKA		0
EWU		0
FALL CITY		0
FRIDAY HARBOR		3
FORKS		3
GIG HARBOR		16
GLENOMA		0
HUMPTULIPS		0
HANSVILLE		0
HARRINGTON		0
HUNTERS		0
KINGSTON		0
KAHLOTUS		0
KETTLE FALLS		1
LIND		0
LAKEBAY		0
LAKE QUINAULT		0
LONG BEACH		2
LOPEZ		1
MCCLEARY		1
MEDICAL LAKE		0
MONTESANO		1
CORNERS		1

NORTH BEND		2
NEAH BAY		0
NORTH VASHON		0
OCEAN PARK		0
OCOSTA		0
ODESSA		0
ORTING		5
PACIFIC BEACH		0
PACKWOOD		0
PE ELL		0
PUGET SOUND		0
RANDLE		0
RIMROCK		0
REARDEN		0
RITZVILLE		0
ROYAL CITY		0
RAYMOND-LABAM		0
SOUTH BEND		1
SNOQUALMIE PASS		0
SPRAGUE		0
SOUTH PRAIRIE		1
STARBUCK		0
TIETON		0
TWISP		2
VADER		0
VALLEY		0
VASHON		8
WILBUR		1
NESPELEM		1
WINTHROP		0
WILSON CREEK		0
WASHTUCNA		0
YACOLT		0

**Monthly percentages
completed within five
days**

86.0%

**WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL
Jan-2011**

Exchange	Jan-11		
	Trbls per 100		
	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
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
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WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT

