WASHINGTON QUALITY OF SERVICE REP	ORT SUMMARY
CENTURY TEL	
Apr-11	
MEASUREMENTS	Apr-11
Install Commitments	
Commitments Made	499
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	1,127
Commitments Missed	95
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	509
Missed Installs	47
% Orders Completed	90.8%
Service Activation - >90 Days	
Total Orders Completed	1,450
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,889
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	126,194
Trouble Tickets	1,099
Trbls per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	775
OOS Cleared within 48 Hrs	756
OOS Cleared > 48 Hrs	19
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	268
NOOS Cleared within 72 Hrs	265
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

l																							
	WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS																						
	CENTURY TEL																						
	Rolling 12 Months May 2010 - Apr 2011																						
	May-10	Jun-1	10	Jul	-10	Au	g-10	Sep	2010	Oc	:t-10	No	v-10	De	c-10	Jai	n-11	Fe	b-11	Ma	ar-11	Ap	r-11
	Total	Total																					
Exchange	Orders Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed
	Cmpltd Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs
ALMIRA																							
ARLETTA																							
ASHFORD																							
BLAKELY ISLAND BASIN CITY																							
CHINOOK																							
CHENEY																							
CHEWELAH																							
CLALLAM BAY																							
COULEE CITY																							
CLEARWATER																							
CONNELL																							
CARNATION																							
CRESTON																							
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																							
LAKE QUINAULT																							
LONG BEACH LOPEZ																							
LOFEZ																							

MCCLEARY MEDICAL LAKE MONTESANO 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	
TIETON TWISP VADER	
VALLEY	
VASHON	
WILBUR NESPELEM	
WINTHROP	
WILSON CREEK	
WASHTUCNA	
YACOLT	
Monthly percentages completed within five days	

	WASHINGTON QUALITY OF SERVICE REPORT																							
	SERVICE ACTIVATION - HELD ORDERS - 90 Days																							
	CENTURY TEL																							
	Rolling 12 Months May 2010 - Apr 2011																							
												Apr-	-11											
F uch en me	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90
	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																								
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COWICHE																								
DAVENPORT																								
EDWALL-TYLER																								
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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						

	WASHINGTON QUALITY OF SERVICE REPORT																							
	SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL																							
CENTURY TEL Rolling 12 Months May 2010 - Apr 2011																								
	May-		Jun-		Jul-′		Aug-		Sep-		Oct-	-	Nov-	-	Dec-	-	Jan-		Feb-		Mar		Apr-	
Exchange	Total	Held		Held		Held	Total	Held	Total			Held	Total	Held		Held								
Exercise	Orders	>180	Orders		Orders		Orders	>180	Orders	>180	Orders			>180	Orders	>180			Orders		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																								
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FALL CITY																								
FRIDAY HARBOR																								
FORKS																								
GIG HARBOR																								
GLENOMA																								
HUMPTULIPS																								
HANSVILLE																								
HARRINGTON																								



WILSON CREEK
WASHTUCNA
WILSON CREEK WASHTUCNA YACOLT

Monthly percentages completed within 180 days



					WASHING	GTON QUALITY OF SERV								
	TROUBLES PER 100 ACCESS LINES													
	CENTURY TEL Rolling 12 Months May 2010 - Apr 2011													
	Mav-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11		
Exchange	May-10 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	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							
NESPELEM							
WILSON CREEK							
WASHTUCNA							
YACOLT							