

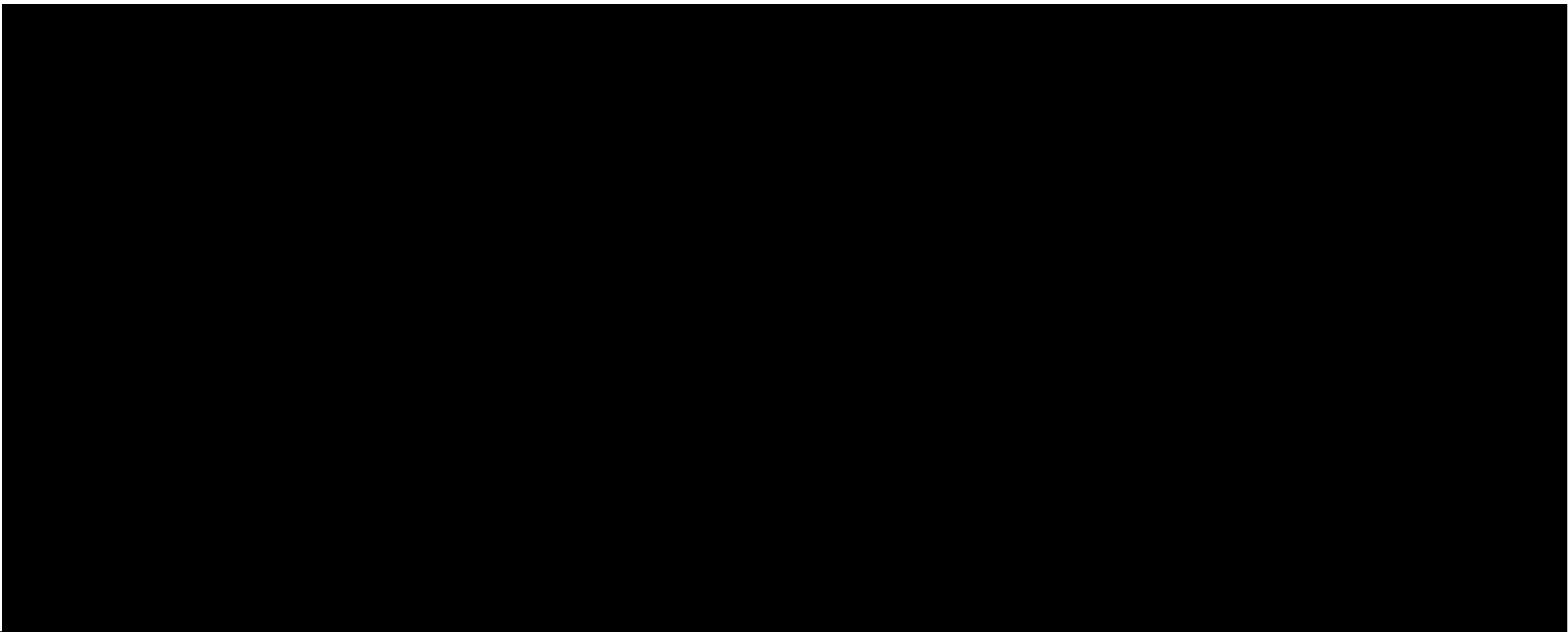
WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Apr-11

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%
TrbIs per 100 Access Lines	
Access Lines	126,194
Trouble Tickets	1,099
TrbIs 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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURY TEL
 Rolling 12 Months May 2010 - Apr 2011

Exchange	May-10		Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		
	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	
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LAKE QUINAULT																									
LONG BEACH																									
LOPEZ																									

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
SNOQUALMIE PASS
SPRAGUE
SOUTH PRAIRIE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
NESPELEM
WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT



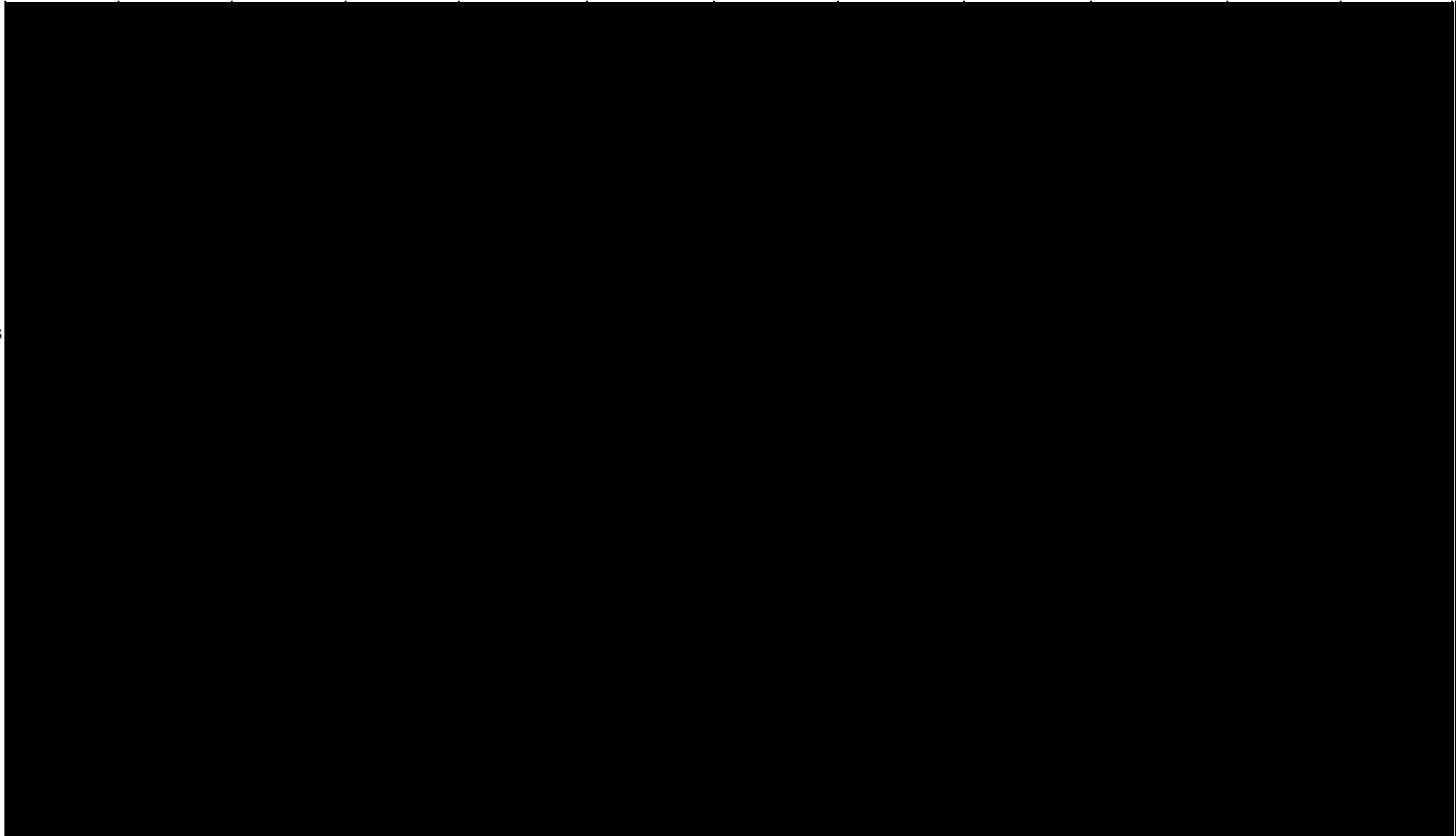
**Monthly percentages
completed within five
days**



WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 Rolling 12 Months May 2010 - Apr 2011

Exchange	May-10		Jun-10		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	
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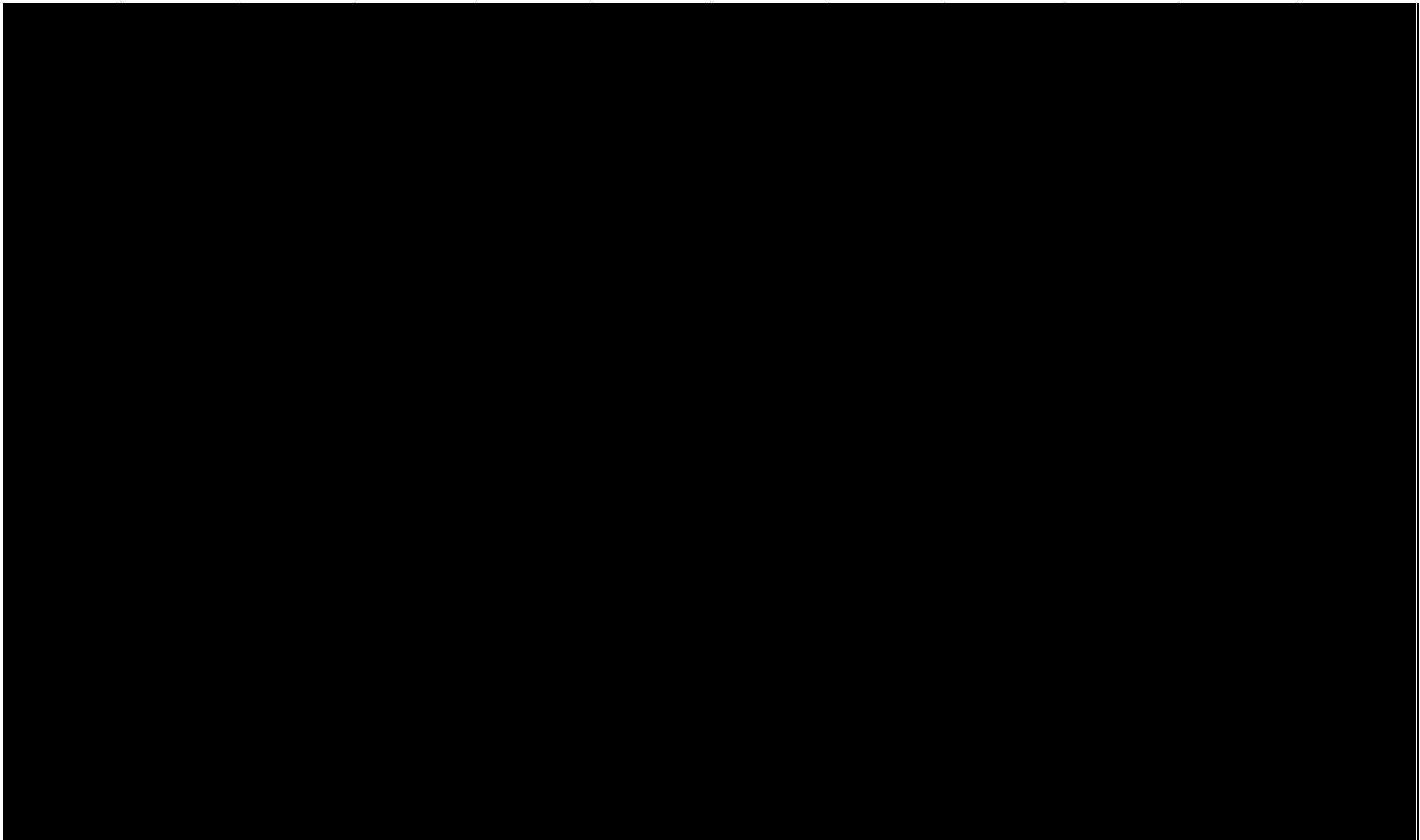
**Monthly percentages
completed within 90
days**



WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
 Rolling 12 Months May 2010 - Apr 2011

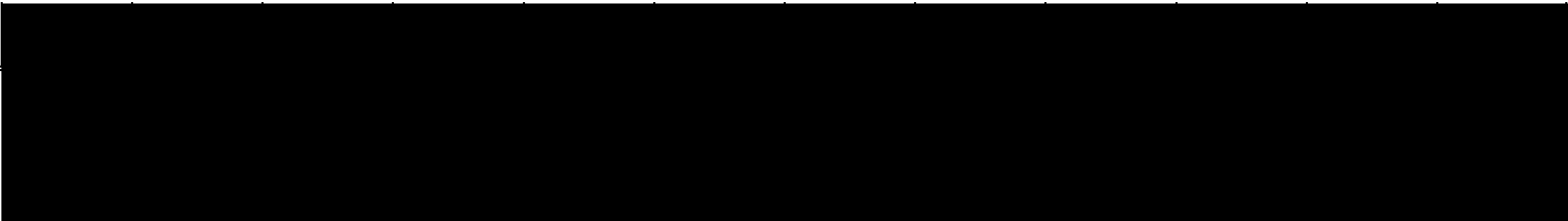
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	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	
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TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
NESPELEM
WINTHROP



WILSON CREEK
WASHTUCNA
YACOLT

Monthly percentages
completed within 180
days



PACIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
RANDLE
RIMROCK
REARDEN
RITZVILLE
ROYAL CITY
RAYMOND-LABAM
SOUTH BEND
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