

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY**  
**CENTURY TEL**  
**May-11**

<b>MEASUREMENTS</b>	<b>May-11</b>
<b>Install Commitments</b>	
Commitments Made	502
Commitments Missed	15
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	1,214
Commitments Missed	79
Excludes	0
<b>Service Activation - 5 business day</b>	
Total Orders Completed	502
Missed Installs	51
% Orders Completed	89.8%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	517
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.6%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	517
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
<b>TrbIs per 100 Access Lines</b>	
Access Lines	125,533
Trouble Tickets	1,179
TrbIs per 100 Access Lines	0.9
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	851
OOS Cleared within 48 Hrs	832
OOS Cleared > 48 Hrs	19
OOS in 48 Hrs Excludes	0
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	269
NOOS Cleared within 72 Hrs	265
NOOS Cleared > 72 Hrs	4
NOOS in 72 Hrs Excludes	0
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

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

Exchange	Jun-10		Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-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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SOUTH PRAIRIE  
STARBUCK  
TIETON  
TWISP  
VADER  
VALLEY  
VASHON  
WILBUR  
NESPELEM  
WINTHROP  
WILSON CREEK  
WASHTUCNA  
YACOLT

Monthly percentages  
completed within  
five days



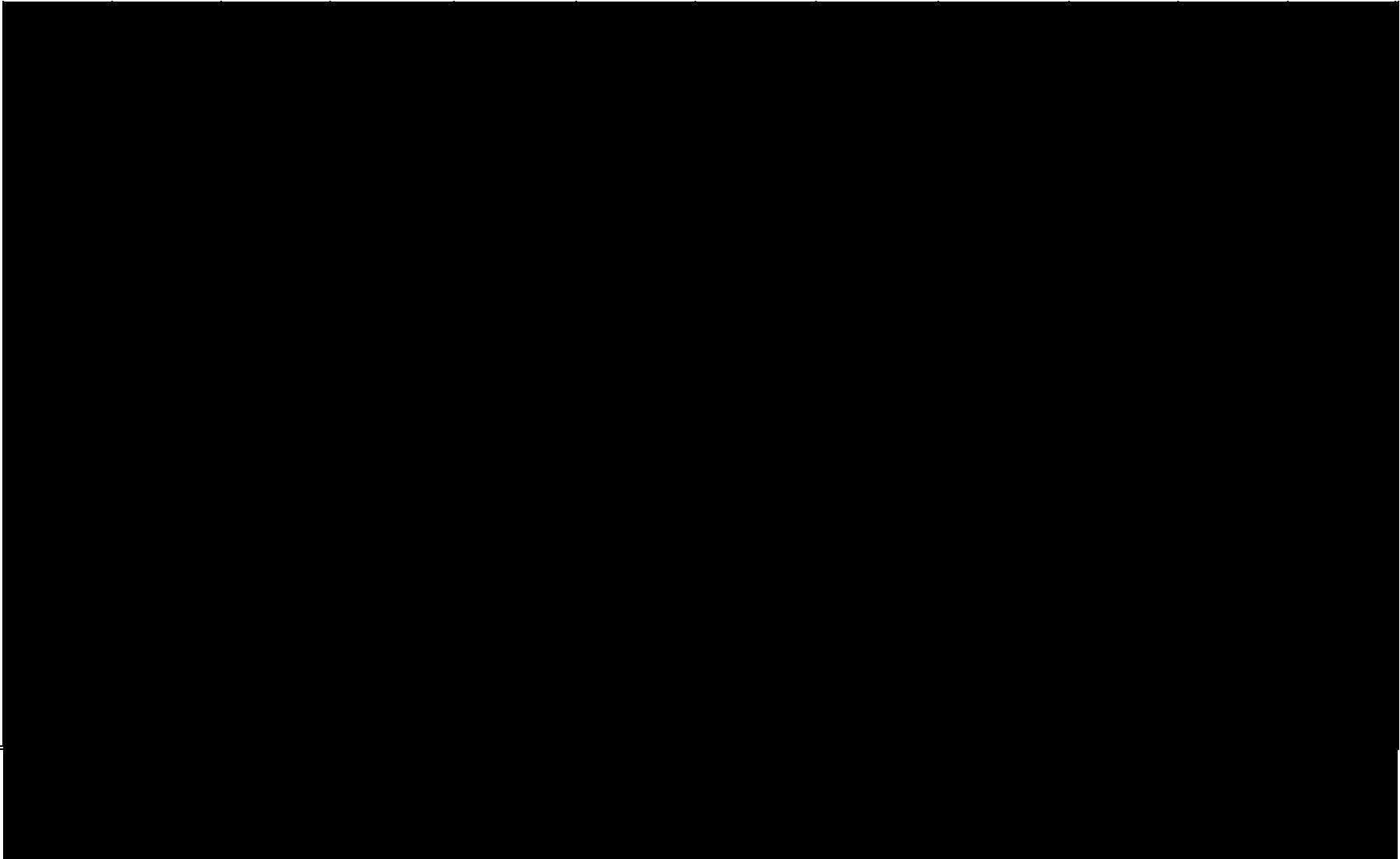
WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 90 Days  
 CENTURY TEL  
 Rolling 12 Months Jun 2010 - May 2011

Exchange	Jun-10		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-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  
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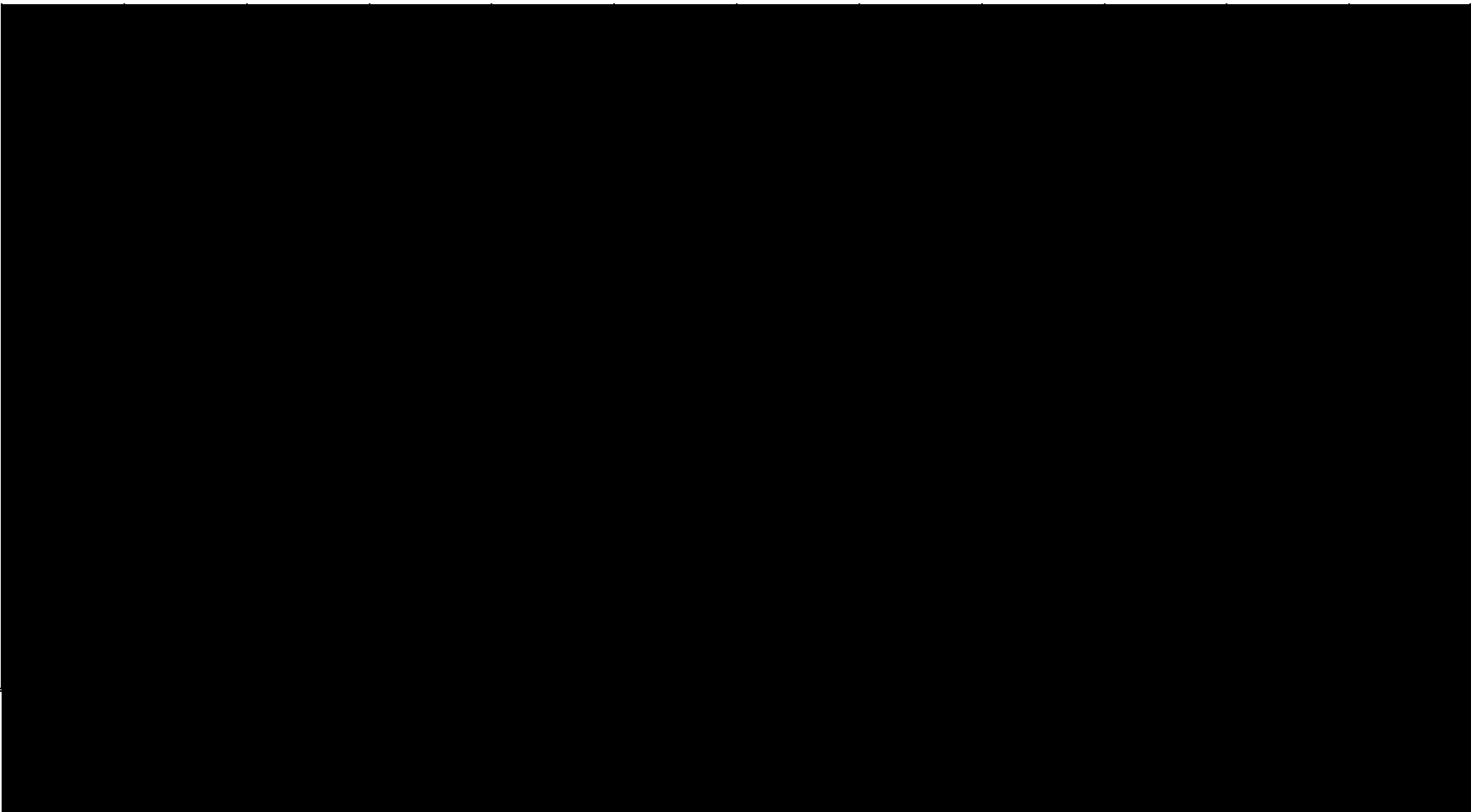


WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 180 Days  
 CENTURY TEL  
 Rolling 12 Months Jun 2010 - May 2011

Exchange	Jun-10		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		
	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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**Monthly percentages  
completed within 180  
days**



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

Exchange	Jul-10			Aug-10			Sep-10			Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11			Apr-11			May-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		
	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
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