WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
May-11

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MEASUREMENTS	May-11
Install Commitments	
Commitments Made	502
Commitments Missed	15
Excludes	0
Repair Commitments	
Commitments Made	1,214
Commitments Missed	79
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	502
Missed Installs	51
% Orders Completed	89.8%
Service Activation - >90 Days	
Total Orders Completed	517
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	517
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	125,533
Trouble Tickets	1,179
Trbls per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	851
OOS Cleared within 48 Hrs	832
OOS Cleared > 48 Hrs	19
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	269
NOOS Cleared within 72 Hrs	265
NOOS Cleared > 72 Hrs	4
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 Jun 2010 - Apr 2011

	Jun-10		Jul	-10	Aug-10	Sep	2010	Oc	t-10	Nov	v-10	Dec-	-10	Jar	n-11	Feb	-11	Mar-11		Apr	-11	May-11	
Exchange	Total	Missed	Total	Missed	Total Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed
	Orders	Installs	Orders	Installs	Orders Installs	Orders	Installs																
ALMIRA	Cmpltd		Cmpltd		Cmpltd	Cmpltd																	
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																							
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EUREKA																							
EWU																							
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FORKS GIG HARBOR																							
GLENOMA																							
HUMPTULIPS																							
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HARRINGTON																							
HUNTERS																							
KINGSTON																							
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KETTLE FALLS																							
LIND LAKEBAY																							
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																							

IPANDLE
RIMROCK
REARDEN
RITZVILLE
ROYAL CITY
RAYMOND-LABAM
SOUTH BEND
SINCOLALMIE PASS
SPRAGUE
SOUTH PRAIRE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
NESPELEM
WINTHROP
WILSON CREEK
WASHTUNA
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

	Jun-10 Jul-10 Aug-10		-10	Sep-1	Oct-1	Nov-	10	Dec-1	10	Jan-1	1	Feb-1	11 Mar-11			Apr-11		May-	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	>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																								
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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 90 days

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

Rolling 12 Months Jun 2010 - May 2011

	Jun-10 Jul-10						Sep-10 Oct-10				Nov-10 Dec-10			Jan-11 Feb-11				Mar-		Apr-11		May-		
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
Exchange	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>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																								
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WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL

Rolling 12 Months Jun 2010 - May 2011

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Evel	Jul-10		Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
Exchange	Trbls per 10		Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100	Trbls per 100 AL Tkts Result	Trbls per 100	Trbls per 100 AL Tkts Result	Trbls per 100	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result
ALMIRA	AL INIS	woult	AL INIS RESUI	AL INIS NESUIL	AE ING RESUIT	AE ING NESUR	AE ING RESUIT	AE ING RESUIT	AL INIS RESUIT	AE ING RESUIT	AE ING NESUR	AL INIO RESUIT
ARLETTA												
ASHFORD												
AMES LAKE												
BLAKELY ISLAND												
BASIN CITY												
CHINOOK												
CHENEY												
CHEWELAH												
CLALLAM BAY												
COULEE CITY CLEARWATER												
CONNELL												
CARNATION												
CRESTON												
CURTIS												
CATHLAMET												
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DAVENPORT												
EDWALL-TYLER												
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FALL CITY FRIDAY HARBOR												
FORKS												
GIG HARBOR												
GLENOMA												
HUMPTULIPS												
HANSVILLE												
HARRINGTON												
HUNTERS												
KINGSTON												
KAHLOTUS												
KETTLE FALLS												
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LAKEBAY LAKE QUINAULT												
LONG BEACH												
LOPEZ												
MCCLEARY												
MEDICAL LAKE												
MONTESANO												
MATHEWS CORNER												
NORTH BEND												
NEAH BAY NORTH VASHON												
OCEAN PARK												
OCEAN PARK OCOSTA												
ODESSA												
ORTING												
PACIFIC BEACH												
PACKWOOD												
PE ELL												
PUGET SOUND												
RANDLE												
RIMROCK												
REARDEN												
RITZVILLE ROYAL CITY												
ROYAL CITY RAYMOND-LABAM												
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SOUTH BEND
SNOQUALMIE PASS
SPRAGUE
SOUTH PRAIRIE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WILBUR
MESPELEM
WINTHROP
WINTHROP
WINTHROP
WILSON CREEK
WASHTUCNA
YACOLT