

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
EMBARQ
2011**

MEASUREMENTS	May-11
Install Commitments	
Commitments Made	505
Commitments Missed	20
Excludes	0
Repair Commitments	
Commitments Made	429
Commitments Missed	36
Excludes	14
Service Activation	
Total Orders Completed	505
Missed Installs	9
% Orders Completed	98.2%
Service Activation - >90 Days	
Total Orders Completed	1,662
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	3,177
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	60,008
Trouble Tickets	328
TrbIs per 100 Access Lines	0.5
OOS Cleared within 48 Hours	
OOS Tickets	253
OOS Cleared within 48 Hrs	252
OOS Cleared > 48 Hrs	1
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	75
NOOS Cleared within 72 Hrs	73
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	4
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
May-11

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	517
Missed Installs	51
% Orders Completed	90.1%
Service Activation - >90 Days	
Total Orders Completed	1,546
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	2,897
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	125,533
Trouble Tickets	1,179
TrbIs 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