

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL d/b/a CENTURYLINK
Jul-11

MEASUREMENTS	Jul-11
Install Commitments	
Commitments Made	485
Commitments Missed	29
Excludes	0
Repair Commitments	
Commitments Made	1,696
Commitments Missed	136
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	485
Missed Installs	54
% Orders Completed	88.9%
Service Activation - >90 Days	
Total Orders Completed	1,473
Installs Held Over 90 Days	7
% of Orders Completed within 90 Days	99.5%
Service Activation - >180 Days	
Total Orders Completed	2,923
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.8%
Trbls per 100 Access Lines	
Access Lines	123,989
Trouble Tickets	1,179
Trbls per 100 Access Lines	1.0
OOS Cleared within 48 Hours	
OOS Tickets	900
OOS Cleared within 48 Hrs	885
OOS Cleared > 48 Hrs	15
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	279
NOOS Cleared within 72 Hrs	272
NOOS Cleared > 72 Hrs	7
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 d/b/a CENTURYLINK
 Rolling 12 Months Jul 2010 - Jun 2011

Exchange	Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-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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ARLETTA																								
ASHFORD																								
AMES LAKE																								
BLAKELY ISLAND																								
BASIN CITY																								
CHINOOK																								
CHENEY																								
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Monthly percentages
 completed within five
 days

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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL d/b/a CENTURYLINK
 Rolling 12 Months Jul 2010 - Jun 2011

Exchange	Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11	
	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days	Total Orders Cmplt'd	Held >90 Days
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YACOLT																						

Monthly percentages
 completed within 90
 days

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL d/b/a CENTURYLINK
 Rolling 12 Months Jul 2010 - Jun 2011

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

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