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

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

ALMIRA ARLETTA ASHFORD AMES LAKE BLAKELY ISLAND BASIN CITY CHINOOK
CHENEY
CHEWELAH
CLALLAM BAY
COULEE CITY
CLEARWATER
CONNELL
CARNATION
CRESTON
CUETIS
CATHLAMET
COWICHE
DAVENPORT
EDWALL-TYLER
ELMA
ELTOPIA
EASTSOUND
EUREKA
EUTOPIA
EASTSOUND
EUREKA
EWI
FALL CITY
FRIDAY HARBOR
FORKS
GIG HARBOR
GLENOMA
GLENOMA
GLENOMA
GLENOMA
HUMPTULIPS
HANSVILLE
HARRINGTON
HUMTERS
KINGSTON
KAHLOTUS
KETTLE FALLS
LIND
LAKEBAY
LAKE QUINAULT
LONG BEACH
LOPEZ
MCCLEARY
MEDICAL LAKE
MONTESANO
OCENA PARK
OCOSTA
ODESSA
OOTING
PAGIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
RANDLE
RIMPOCK
REARDEN
R SOUTH BEND
SNOQUALMIE PASS
SPRAGUE
SOUTH PRAIRIE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
MILBUR
NESPELEM
MINTHROP
WILSON CREEK
WASHTUCNA
YACOLT

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

											15 Jul 2010 -	- 2 2011												
	Aug- Total	-10 Held	Sep-1	10 Held	Oct-1	10 Held	Nov-1 Total	0 Held	Dec-1 Total	0 Held	Jan-11 Total I	Held	Feb-11 Total H	eld	Mar-1 Total	1 Held	Apr-1 Total	11 Held	May- Total	11 Held	Jun- Total	11 Held	Jun-1	1 Held
Exchange	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90					Orders		Orders	>90	Orders	>90	Orders			-90
	Cmpltd		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days							Cmpltd				Cmpltd				Cmpltd	
ALMIRA																								
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 EASTSOUND																								
EUREKA																								
EWU																								
FALL CITY																								
FRIDAY HARBOR																								
FORKS																								
GIG HARBOR GLENOMA																								
HUMPTULIPS																								
HANSVILLE																								
HARRINGTON																								
HUNTERS																								
KINGSTON KAHLOTUS																								
KETTLE FALLS																								
LIND																								
LAKEBAY																								
LAKE QUINAULT																								
LONG BEACH																								
LOPEZ MCCLEARY																								
MEDICAL LAKE																								
MONTESANO																								
MATHEWS 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																								
INCOLI	l											1							1					

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

	Aug-	10	Sep-	-10	Oct-	10	Nov-	10	Dec-	10	Jan-	11	Feb-	11	Mar-	11	Apr-	11	May-	11	Jun-	-11	Jul-1	11
Exchange	Total	Held	Total	Helo																				
Lacitatige	Orders	>180	Orders		Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders		Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	
	Cmpltd	Days																						
ALMIRA 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																								
EASTSOUND																								
EUREKA																								
EWU																								
FALL CITY																								
FRIDAY HARBOR																								
FORKS																								
GIG HARBOR																								
GLENOMA HUMPTULIPS																								
HANSVILLE																								
HARRINGTON																								
HUNTERS																								
KINGSTON																								
KAHLOTUS																								
KETTLE FALLS																								
LIND																								
LAKEBAY																								
LAKE QUINAULT LONG BEACH																								
LOPEZ																								
MCCLEARY																								
MEDICAL LAKE																								
MONTESANO																								
MATHEWS CORNERS																								
NORTH BEND																								
NEAH BAY																								
NORTH VASHON																								
OCEAN PARK OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET SOUND																								
RANDLE																								
RIMROCK REARDEN																								
REARDEN RITZVILLE																								
ROYAL CITY																								
RAYMOND-LABAM																								
SOUTH BEND																								
SNOQUALMIE PASS																								
SPRAGUE																								
SOUTH PRAIRIE																								
STARBUCK																								
TIETON TWISP																								
TWISP VADER																								
VALLEY																								
VASHON																								
WILBUR																								
NESPELEM																								
WINTHROP																								
WILSON CREEK																								
WASHTUCNA																								
YACOLT	1						l														l			

 Monthly percentages completed within 180 days
 #DIV/0!
 100.0%
 100.0%
 100.0%
 #DIV/0!
 #DIV/0!

WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL d/b/a CENTURYLINK Rolling 12 Months Jul 2010 - Jun 2011

	Aug 10		Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Exchange	Aug-10 Trbls per 100	Trbl	sep-10 Is per 100 Trb	is ner 100 T	rbls per 100	Trbis per 100	Jan-11 Trbls per 100	Trbis per 100	Mar-11 Trbls per 100	Apr-11 Trbis per 100	May-11 Trbls per 100	Jun-11 Trbls per 100	Jui-11 Trbls per 100
_	Trbis per 100 AL Tkts Result	AL	Tkts Result AL	Is per 100 T	Tkts Result AL	Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	AL Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	AL Tkts Result	Trbis per 100 AL Tkts Result
ALMIRA AMES LAKE					⊣ —	_							
ARLETTA					_	_							
ASHFORD					_								
BASIN CITY													
BEAVER BLAKELY ISLAND													
CARNATION					┥ —	-							
CATHLAMET					_								
CHENEY													
CHEWELAH CHINOOK													
CLALLAM BAY					┥ —	-							
CLEARWATER													
CONNELL													
COULEE CITY COWICHE					_	_							
CRESTON					_								
CURTIS													
DAVENPORT EAST SOUND													
EDWALL-TYLER					_	_							
ELMA					_								
ELTOPIA													
EUREKA													
EWU FALL CITY													
FORKS													
FOX ISLAND													
FRIDAY HARBOR													
GIG HARBOR GLENOMA					_	_							
HANSVILLE													
HARRINGTON													
HUMPTULIPS HUNTERS													
KAHLOTUS					_	_							
KETTLE FALLS					_								
KINGSTON													
LAKE QUINAULT													
LAKEBAY LIND					┥ —	_							
LONG BEACH													
LOPEZ													
MATHEWS CORNER MCCLEARY													
MEDICAL LAKE					┥ —	-							
MESA													
MINERAL													
MONTESANO MORTON													
NEAH BAY					┥ —	_							
NESPELEM					_								
NORTHBEND													
NORTH VASHON OCEAN PARK													
OCOSTA													
ODESSA													
ORTING													
PACIFIC BEACH PACKWOOD													
PE ELL													
PUGET SOUND													
RANDLE													
RAYMOND-LABAM REARDEN													
RIMROCK													
RITZVILLE													
ROYAL CITY SNOQUALMIE PASS													
SNOQUALMIE PASS SNOQUALMIE RIDGE													
SOUTH BEND													
SOUTH PRAIRIE													
SPANGLE													
SPRAGUE STARBUCK													
TIETON													
TWISP													
VADER VALLEY													
VALLEY VASHON		-	l	-	_	-							
WASHTUCNA													
WILBUR													
WILSON CREEK WINTHROP		—				_							
YACOLT		-		-	_	_							
		<u> </u>		<u> </u>			<u> </u>			<u> </u>			