

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
 D TELEPHONE COMPANY OF THE NORTHWEST d/b/a CENTUR
 2011**

MEASUREMENTS	Jul-11
Install Commitments	
Commitments Made	291
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	780
Commitments Missed	40
Excludes	4
Service Activation	
Total Orders Completed	291
Missed Installs	6
% Orders Completed	97.9%
Service Activation - >90 Days	
Total Orders Completed	1,328
Installs Held Over 90 Days	0
% of Orders Completed within 90 Days	100.0%
Service Activation - >180 Days	
Total Orders Completed	3,012
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	58,407
Trouble Tickets	706
TrbIs per 100 Access Lines	1.2
OOS Cleared within 48 Hours	
OOS Tickets	461
OOS Cleared within 48 Hrs	455
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	245
NOOS Cleared within 72 Hrs	245
NOOS Cleared > 72 Hrs	0
NOOS in 72 Hrs Excludes	1
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
United Telephone Company of the Northwest d.b.a. CENTURYLINK
 2011

Exchange	CLLI	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	
Chimacum	CHMC																									
Columbia	CLMA																									
Dallesport	DLPT																									
Grandview	GDVW																									
Goldendale	GLDL																									
Glenwood	GLWD																									
Granger	GRGR																									
Hood Canal	HDCL																									
Harrah	HRRH																									
Klickitat	KLCT																									
Lyle	LYLE																									
Mabton	MBTN																									
Mattawa	MTWA																									
Patterson	PASN																									
Poulsbo	PLSB																									
Prosser	PRSR																									
Port Angeles	PTAG																									
Roosevelt	RSVT																									
Sunnyside	SNSD																									
Stevenson	STSN																									
Toppenish	TPNS																									
Troutlake	TRLK																									
White Salmon	WHSL																									
WhiteSwan	WHSW																									
Whitstran	WHTS																									
Willard	WLRD																									
Wapato	WPAT																									

Monthly percentages
 completed within five
 days

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 DAYS
United Telephone Company of the Northwest d/b/a. CENTURYLINK
 2011

Exchange	CLLI	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	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 days

Orders Taken = Total New and To/Transfer service orders completed
 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

Rate Center Consolidation February 19-20, 2005:
 Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
 Mabton (MBTN) and Bickleton (BCTN) will become Mabton
 Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)
 Gardiner will become Port Angeles (PTAG)
 Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
 United Telephone Company of the Northwest d/b/a CENTURYLINK
 2011

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		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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WASHINGTON QUALITY OF SERVICE REPORT
 Trouble Reports Per 100 Access Lines
 United Telephone Company of the Northwest d/b/a CENTURYLINK
 2011

Exchange	CLLI	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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
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Total Reports = Total regulated initial and repeat trouble reports received
 Total Access Lines = Total access lines in service
 Trouble Per 100 A.L. = Trouble report per 100 access line ratio