WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2011

MEASUREMENTS	Aug-11
Install Commitments	
Commitments Made	233
Commitments Missed	5
Excludes	0
Repair Commitments	
Commitments Made	881
Commitments Missed	51
Excludes	8
Service Activation	
Total Orders Completed	226
Missed Installs	22
% Orders Completed	90.3%
Service Activation - >90 Days	
Total Orders Completed	1,049
Installs Held Over 90 Days	0
% of Orders Completed within 90 Days	100.0%
Service Activation - >180 Days	
Total Orders Completed	2,711
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	58,082
Trouble Tickets	540
Trbls per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	419
OOS Cleared within 48 Hrs	411
OOS Cleared > 48 Hrs	8
OOS in 48 Hrs Excludes	246
NOOS Cleared within 72 Hours	
NOOS Tickets	121
NOOS Cleared within 72 Hrs	109
NOOS Cleared > 72 Hrs	12
NOOS in 72 Hrs Excludes	3
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

		Sep	2010	Oc	t-10	Nov	<i>r</i> -10	Dec	:-10	Jar	1-11	Feb	p-11	Ma	r-11	Apr	-11	May	/-11	Jun	-11	Jul	-11	Aug	j-11
Exchange	CLLI	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																									
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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 - 90 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK

	CHMC CLMA DLPT GDVW GLDL GLWD GRGR HDCL HRRH KLCT LYLE MBTN MTWA PASN PLSB PRSR PTAG RSVT SNSD STSN TPNS TRLK WHSW	Sep	2010	Oc	t-10	Nov-10		Dec-10		Jan-11		Fel	b-11	Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug	g-11
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days																				
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
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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 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

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

		Sep	2010	Oc	t-10	No	v-10	Dec	-10	Jar	n-11	Feb)-11	Ma	r-11	Ap	r-11	Ma	y-11	Jui	า-11	Ju	I-11	Aug	g-11
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held 180 Da																				
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
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White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

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
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Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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

			Sep-10			Oct-10			Nov-10			Dec-10			Jan-11			Feb-11			Mar-11			Apr-11			May-1			Jun-1	1		Jul-11			Aug-11	1
		Total	Total	Trbl		Total		Total			Total	Total	Trbl		Total		Total				Total	Trbl	Total			Total		T									
Exchange	CLLI	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	11
nimacum	CHMC																					ļ															
olumbia	CLMA																			L		ļ															
allesport	DLPT																					ļ															
andview	GDVW									4										-		ļ															
oldendale	GLDL									4												ļ															
enwood	GLWD									_												ļ															
anger	GRGR HDCL									-										-		ł															
od Canal	HRRH									-										-		ł															
ırrah ckitat	KLCT									-										-		ł															
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e bton	MBTN									-										-		ł						ł									
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tterson	PASN						·			-										-		ł						-									
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osevelt	RSVT									7												t						1									
nnyside	SNSD									1												†						1									
evenson	STSN									1												İ															
openish	TPNS						1			1												Ī						1									
utlake	TRLK						1			1												Ī						1									
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iteSwan	WHSW																					İ															
itstran	WHTS																																				
lard	WLRD																																				
apato	WPAT																																				

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