WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK d/b/a CENTURY TEL Aug-11											
MEASUREMENTS	Aug-11										
Install Commitments Commitments Made Commitments Missed Excludes	550 25 0										
Repair Commitments Commitments Made Commitments Missed Excludes	1,340 85 35										
Service Activation - 5 business day Total Orders Completed Missed Installs % Orders Completed	550 53 90.4%										
Service Activation - >90 Days  Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,505 8 99.5%										
Service Activation - >180 Days  Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	3,050 5 99.8%										
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	123,340 1,287 1.0										
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	919 899 20 66										
NOOS Cleared within 72 Hours  NOOS Tickets  NOOS Cleared within 72 Hrs  NOOS Cleared > 72 Hrs  NOOS in 72 Hrs Excludes	368 358 10 0										
Switching Blockage	obj met obj met										

## WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURYLINK d/b/a CENTURY TEL Rolling 12 Months Aug 2010 - Aug 2011

Orders   Installs   Orders   Orders   Installs   Orders   Orders   Orders   Orders   O	Г		Sep :	2010	Oc	t-10	No	v-10	De	c-10	Jan	ı-11	Feb	-11	Mar	-11	Apı	-11	May	/-11	Jun	ı-11	Jul	-11	Aug	g-11
ALMIRA		· ·	Orders			Installs	Orders		Orders		Orders		Orders				Orders		Orders		Orders			Installs		Missed Installs

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
EVIU
EASTSOUND
EUREKA
EVIU
EASTSOUND
EUREKA
EVIU
FOX. SILAND
FRIDAY HARBOR
FORKS
GIG HARBOR
GLENOMA
HUMPTULIPS
AND
HARBOR
HOMPTULIPS
KINGSTON
KAHLOTUS
KETTLE FALLS
LIND
LAKEBAY
LAKE QUINAULT
LONG BEACH
LOPEZ
MCCLEARY
MEDICAL LAKE
MINERAL
MONTESANO
CORLERS
NORTH BEND
NEAH BAY
NORTH VASHON
OCEAN PARK
OCOSTA
OPESSA
NORTH BEND
NEAH BAY
NORTH VASHON
OCEAN PARK
OCOSTA
ODESSA
ORTING
PACIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
RANDLE
RIMROCK
REARDEN

Monthly percentages completed within five days

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

Exchange	Sep-1	Sep-10 Oct-10		Nov-10		Dec-10		Jan-1	Jan-11		Feb-11		Mar-11		11	May-11		Jun-11		Jul-11		Aug-11		
	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	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 FOX ISLAND FRIDAY HARBOR FORKS GIG HARBOR GLENOMA HUMPTULIPS HANSVILLE HARRINGTON HUNTERS KINGSTON KAHLOTUS KETTLE FALLS LIND LAKEBAY LAKE QUINAULT LONG BEACH LOPEZ MCCLEARY MEDICAL LAKE MINERAL 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 SPANGLE SPRAGUE SOUTH PRAIRIE STARBUCK TIETON TWISP VADER VALLEY VASHON WILBUR NESPELEM WINTHROP WILSON CREEK WASHTUCNA YACOLT

Monthly percentages completed within 90 days

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

													3											
	Sep-	-10	Oct-	10	Nov-	10	Dec-	10	Jan-	11	Feb-	11	Mar-	-11	Apr-	11	May-	11	Jun-	11	Jul-	11	Aug-	11
Exchange	Total	Held																						
_xonango	Orders	>180	Orders		Orders	>180	Orders	>180	Orders		Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders		Orders		Orders	>180
	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																								
FALL CITY FOX ISLAND																								
FRIDAY HARBOR																								
FORKS																								
GIG HARBOR																								
GLENOMA																								
HUMPTULIPS																								
HANSVILLE																								
HARRINGTON																								
HUNTERS																								
KINGSTON																								
KAHLOTUS																								
KETTLE FALLS																								
LIND																								
LAKEBAY																								
LAKE QUINAULT																								
LONG BEACH																								
LOPEZ																								
MCCLEARY MEDICAL LAKE																								
MINERAL																								
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																								
SPANGLE																								
SPRAGUE																								
SOUTH PRAIRIE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WILBUR																								
NESPELEM																								
WINTHROP																								
WILSON CREEK																								
WASHTUCNA																								
YACOLT																								

Monthly percentages completed within 180 days

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

	Sep	-10	Oct-10	 Nov-10	Dec-10	Jan-11	1	Feb-11	Т	Mar-11	1	1	Apr-11	T .	May-11	Т	Jun-1	1	Jul-11	Aug-11
Exchange	Trbls p		ls per 100	s per 100	s per 100	ls per 100	Т	rbls per 100	t	Trbls per		Tr	rbls per 100		Trbls per 100	_	Trbls per		Trbls per 100	Trbls per 100
									sult					AL	. Tkts Result	lt				AL Tkts Result
ALMIRA																				
AMES LAKE																				
ARLETTA																				
ASHFORD																				
BASIN CITY																				
BEAVER																				
BLAKELY ISLAND																				
CARNATION																				
CATHLAMET																				
CHENEY																				
CHEWELAH																				
CHINOOK																				
CLALLAM BAY																				
CLEARWATER																				
CONNELL																				
COULEE CITY																				
COULEE CITY																				
CRESTON																				
CRESTON																				
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																				
OCEAN PARK																				
OCOSTA																				
ODESSA																				
ORTING																				
-												-		-						

PACIFIC BEACH			-	•	•		
PACKWOOD							
PE ELL							
PUGET SOUND							
RANDLE							
RAYMOND-LABAM							
REARDEN							
RIMROCK							
RITZVILLE							
ROYAL CITY		<del></del>					
SNOQUALMIE PASS							
SNOQUALMIE RIDGE		<del></del>					
SOUTH BEND							
SOUTH PRAIRIE							
SPANGLE							
SPRAGUE							
STARBUCK							
TIETON							
TWISP							
VADER							
VALLEY							
VASHON							
WASHTUCNA							
WILBUR							
WILSON CREEK							
WINTHROP							
YACOLT							