

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

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

Exchange	Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-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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ASHFORD																								
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BASIN CITY																								
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WILSON CREEK																								
WASHTUCNA																								
YACOLT																								

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

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