

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Jun-11

MEASUREMENTS	Jun-11
Install Commitments	
Commitments Made	471
Commitments Missed	18
Excludes	0
Repair Commitments	
Commitments Made	1,523
Commitments Missed	111
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	477
Missed Installs	52
% Orders Completed	89.1%
Service Activation - >90 Days	
Total Orders Completed	1,529
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,972
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.8%
Trbls per 100 Access Lines	
Access Lines	125,468
Trouble Tickets	1,527
Trbls per 100 Access Lines	1.2
OOS Cleared within 48 Hours	
OOS Tickets	1,102
OOS Cleared within 48 Hrs	1,083
OOS Cleared > 48 Hrs	19
OOS in 48 Hrs Excludes	0
NOOS Cleared within 72 Hours	
NOOS Tickets	425
NOOS Cleared within 72 Hrs	413
NOOS Cleared > 72 Hrs	12
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
 Rolling 12 Months June 2010 - June 2011

Exchange	Jul-10		Aug-10		Sep 2010		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-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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LONG BEACH
LOPEZ
CORNERS
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NORTH VASHON
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OCOSTA
ODESSA
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PACIFIC BEACH
PACKWOOD
PE ELL
PUGET SOUND
RANDLE
RAYMOND-LABAM
REARDEN
RIMROCK
RITZVILLE
ROYAL CITY
SNOQUALMIE PASS
SOUTH BEND
SOUTH PRAIRIE
SPANGLE
SPRAGUE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WASHTUCNA
WILBUR
WILSON CREEK
WINTHROP
YACOLT

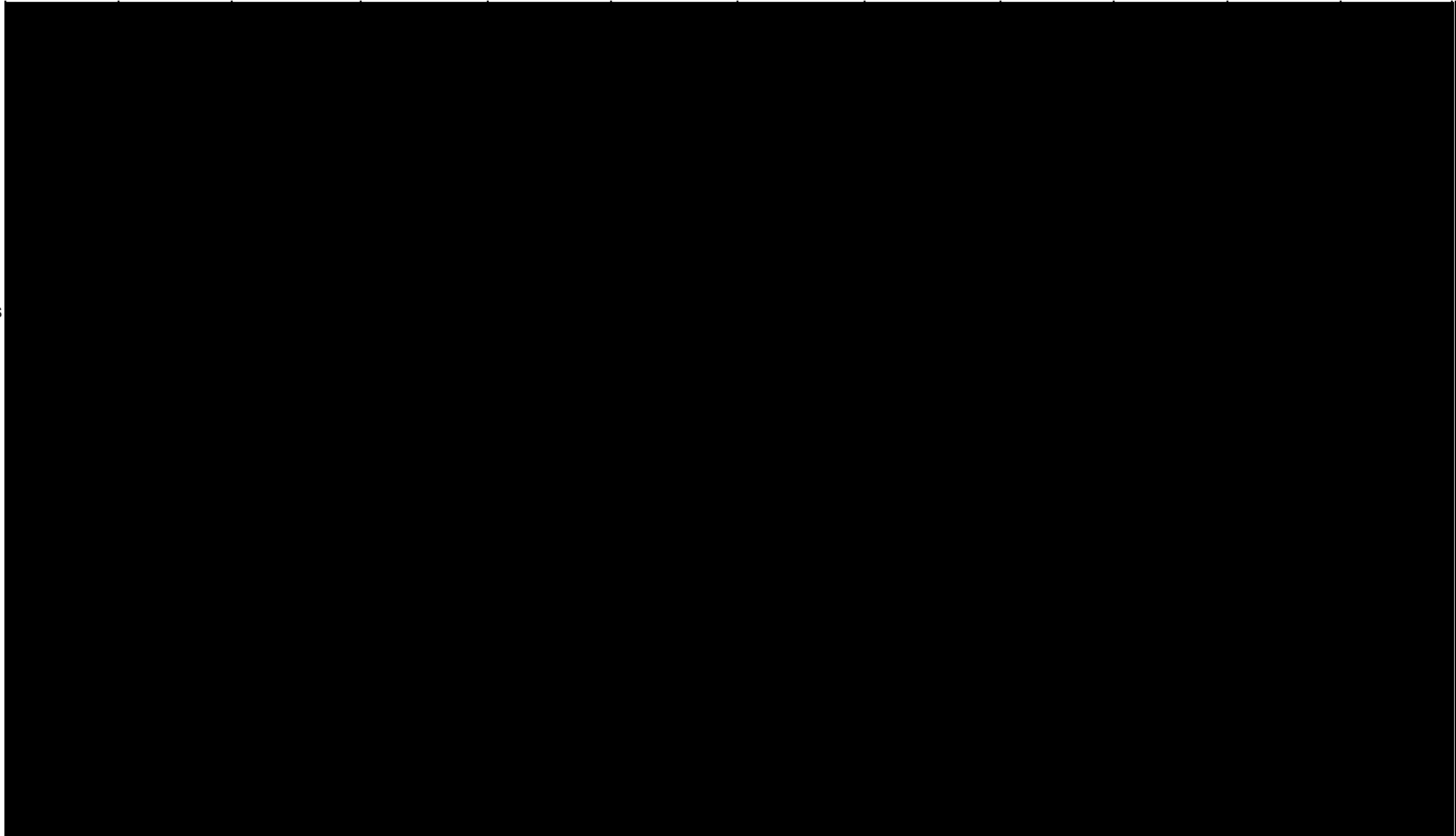
563 62 562 64 708 82 554 69 518

**Monthly percentages
completed within five
days**

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 Rolling 12 Months June 2010 - June 2011

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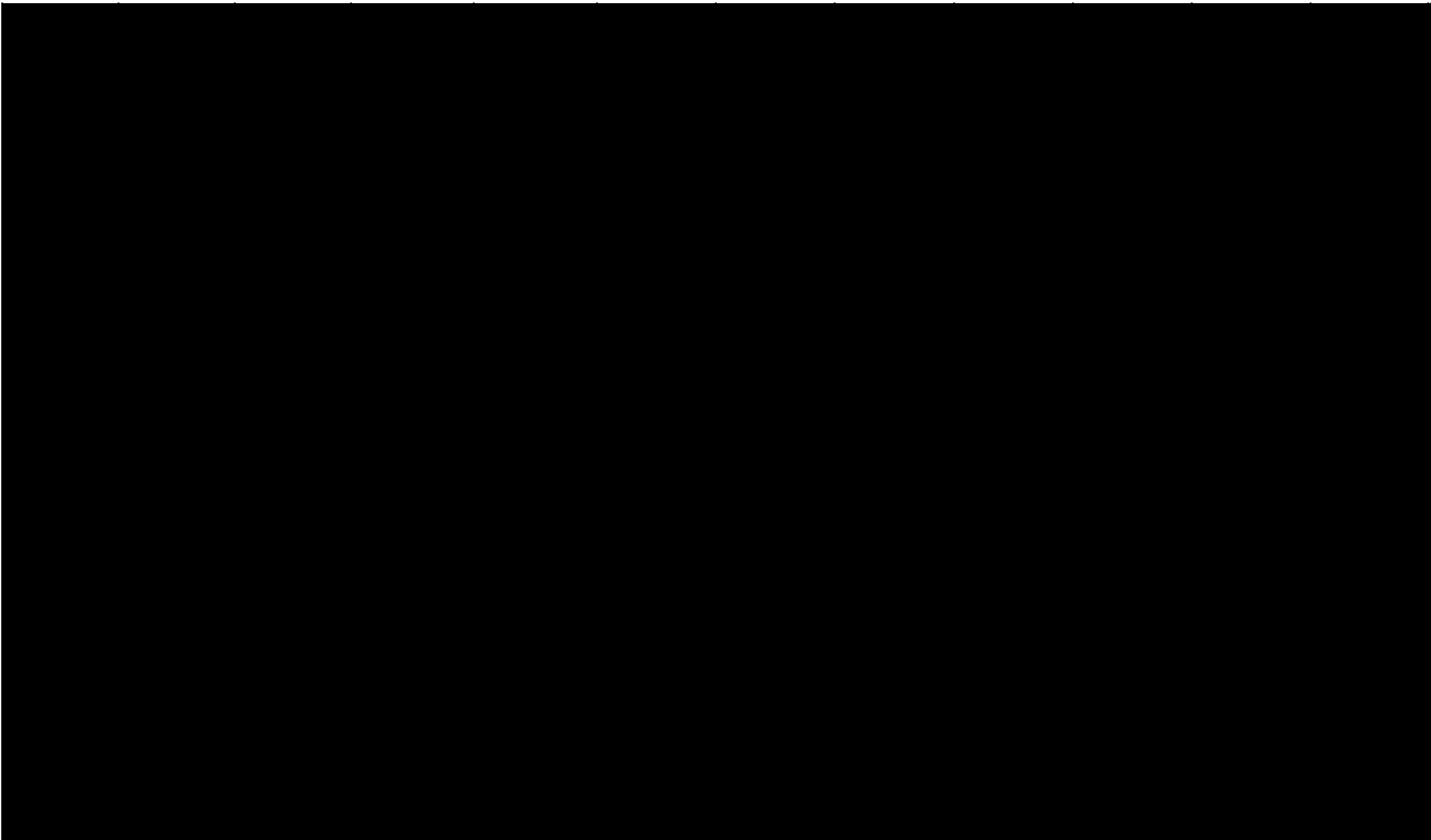
**Monthly percentages
completed within 90
days**



WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
 Rolling 12 Months June 2010 - June 2011

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