WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL Sep-11											
MEASUREMENTS	Sep-11										
Install Commitments Commitments Made Commitments Missed Excludes	536 22 0										
Repair Commitments Commitments Made Commitments Missed Excludes	1,273 108 36										
Service Activation - 5 business day Total Orders Completed Missed Installs % Orders Completed	536 52 90.3%										
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,609 6 99.6%										
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	3,138 3 99.9%										
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	123,118 1,247 1.0										
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	936 920 16 48										
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	311 299 12 0										
Switching Blockage	obj met obj met										

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURY TEL Rolling 12 Months Oct 2010 - Oct 2011

	Out 1 Nove 1 Day 1																							
		t-10		ov-10		c-10		n-11	Feb	p-11	Mar	-11	Apr	-11	May	-11	Jun	-11	Jul	-11	Aug	-11	Sep	-11
Exchange	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed	Total Orders	Missed
	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs
ALMIRA AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY BEAVER																								
BLAKELY ISLAND																								
BLAKELY ISLAND CARNATION CATHLAMET																								
CATHLAMET CHENEY																								
CHINOOK																								
CLALLAM BAY																								
CHEWELAH CHINDOK CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELMA																								
COULEE CITY																								
COWICHE																								
CURTIS																								
DAVENPORT																								
EASTSOUND EDWALLTYLER																								
ELMA																								
EUREKA FWU																								
EWU FALL CITY																								
FORKS																								
FOX ISLAND FRIDAY HARBOR																								
FRIDAY HARBOR GIG HARBOR																								
GLENOMA																								
HANSVILLE HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
HUNTERS KAHLOTUS KETTLE FALLS																								
KINGSTON LAKE QUINAULT																								
LAKEBAY LIND																								
LIND LONG BEACH LOPEZ CORNERS MCCLEARY MEDICAL LAKE																								
LOPEZ																								
MCCLEARY																								
MEDICAL LAKE																								
MESA MINERAL MONTESANO MORTON NEAH BAY																								
MONTESANO																								
MORTON																								
NEAH BAY NESPELEM																								
NORTH BEND NORTH VASHON																								
NORTH VASHON																								
OCEAN PARK OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH PACKWOOD																								
PACKWOOD PE ELL PUGET SOUND																								
PUGET SOUND																								
PUGET SOUND RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SOUTH BEND																								
REARDEN																								
RIMROCK RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH PRAIRIE																								
SPANGLE SPRAGUE																								
SPRAGUE STARBUCK																								
TIETON																								
TWISP																								
VADER VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK WINTHROP YACOLT																								
YACOLT																								
Monthly percentages																								
completed within																								
five days																								

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

	Oct-10	Nov	-10	Dec-10		Jan-11 Feb-		11 Mar-11		Apr-11	May-11	Jun-	11	Jul-11	Aug-11		Sep-11		
Exchange	Total He	eld Total	Held	Total	Held Tot	al Held	Total	Held To	tal Held	Total Held	Total Hel	d Total	Held	Total Held	Total	Held	Total Held		
	Orders >9 Cmpltd Da				>90 Orde Days Cmp		Orders Cmpltd	>90 Ord Days Cm			Orders >90 Cmpltd Day			Orders >90 Cmpltd Days	Orders Cmpltd		Orders >90 Cmpltd Days		
ALMIRA AMES LAKE																			
ARLETTA																			
ASHFORD																			
BASIN CITY																			
BEAVER BLAKELY ISLAND																			
CARNATION																			
CATHLAMET																			
CHENEY CHEWELAH																			
CHINOOK																			
CLALLAM BAY																			
CLEARWATER CONNELL																			
COULEE CITY																			
COWICHE																			
CRESTON CURTIS																			
DAVENPORT																			
EASTSOUND																			
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 CORNERS																			
MCCLEARY MEDICAL LAKE																			
MESA																			
MINERAL																			
MONTESANO MORTON																			
NEAH BAY																			
NESPELEM NORTH BEND																			
NORTH VASHON																			
OCEAN PARK																			
OCOSTA ODESSA																			
ORTING																			
PACIFIC BEACH																			
PACKWOOD PE ELL																			
PUGET SOUND																			
RANDLE																			
RAYMOND-LABAM REARDEN																			
RIMROCK																			
RITZVILLE ROYAL CITY																			
ROYAL CITY SNOQUALMIE PASS																			
SOUTH BEND																			
SOUTH PRAIRIE SPANGLE																			
SPRAGUE SPRAGUE																			
STARBUCK																			
TIETON TWISP																			
VADER																			
VALLEY																			
VASHON WASHTUCNA																			
WILBUR																			
WILSON CREEK																			
WINTHROP YACOLT																			
Monthly percentages																			
completed within 90																			
days																			

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL

CENTURY TEL Rolling 12 Months Sep 2010 - Sep 2011																								
	Oct-1		Nov		Dec-		Jan		Feb-		Mar		Apr-		May-		Jun-11		Jul-		Aug		Sep-	
Exchange	Orders	>180	Total Orders	Held >180	Total Orders	Held >180	Total Orders	>180	Orders	Held >180	Total Orders	>180	Total Orders	>180	Orders	Held >180	Total I Orders : Cmpltd I	180	Total Orders	Held >180	Orders	Held >180	Total Orders	>180
ALMIRA	Cilipita	Days	Cilipita	Days	Cilipitu	Days	Cilipita	Days	Chipitu	Days	Chipita	Days	Cilipita	Days	Cilipita	Days	Cilipita	ays	Cilipita	Days	Cilipita	Days	Cilipita	Days
AMES LAKE ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULEE CITY COWICHE																								
CRESTON																								
CURTIS																								
DAVENPORT																								
EASTSOUND 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 CORNERS																								
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MEDICAL LAKE																								
MESA																								
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NORTH BEND NORTH VASHON																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET SOUND RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE SPANGLE																								
SPANGLE SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR WILSON CREEK																								
WINTHROP																								
YACOLT																								
Monthly percentages																								
completed within 180																								
days																								

WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL Rolling 12 Months Sep 2010 - Sep 2011

	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
Exchange	Trbls per 100 AL Tkts Result	Trbls per 100	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100	Trbls per 100
ALMIRA	AL TRIS Result	I AL IKIS Kesuli	AL IKIS Kesuit	AL TRIS Result	AL IKIS Kesuit	AL IKIS RESUIT	AL IKIS RESUIT	AL IKIS Kesuit	AL TRIS Result	AL IKIS Result	AL IKIS RESUIT	AL IKIS RESUIT
AMES LAKE												
ARLETTA												
ASHFORD BASIN CITY												
BEAVER												
BLAKELY ISLAND												
CARNATION												
CATHLAMET CHENEY												
CHEWELAH												
CHINOOK												
CLALLAM BAY												
CLEARWATER CONNELL												
COULEE CITY												
COWICHE												
CRESTON												
CURTIS 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 SNOQUALMIE PASS												
SNOQUALMIE PASS SNOQUALMIE RIDGE												
SOUTH BEND												
SOUTH PRAIRIE												
SPANGLE SPRAGUE												
STARBUCK												
TIETON												
TWISP												
VADER VALLEY												
VASHON												
WASHTUCNA												
WILBUR												
WILSON CREEK WINTHROP												
YACOLT												
-												