

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL D/B/A CENTURYLINK
Oct-11

MEASUREMENTS	Oct-11
Install Commitments	
Commitments Made	473
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	1,064
Commitments Missed	57
Excludes	29
Service Activation - 5 business day	
Total Orders Completed	473
Missed Installs	40
% Orders Completed	91.5%
Service Activation - >90 Days	
Total Orders Completed	1,577
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	3,091
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	122,513
Trouble Tickets	1,042
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	746
OOS Cleared within 48 Hrs	739
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	38
NOOS Cleared within 72 Hours	
NOOS Tickets	296
NOOS Cleared within 72 Hrs	282
NOOS Cleared > 72 Hrs	14
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 D/B/A CENTURYLINK
 Rolling 12 Months Nov 2010 - Oct 2011

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

Monthly percentages completed within five days

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Nov 2010 - Oct 2011

Exchange	Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11	
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Monthly percentages
 completed within 90
 days

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Nov 2010 - Oct 2011

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