WASHINGTON QUALITY OF SERVICE REPOR CENTURYLINK	F SUMMARY
2011	
MEASUREMENTS	Oct-11
Install Commitments	
Commitments Made	210
Commitments Missed	5
Excludes	0
Repair Commitments	
Commitments Made	472
Commitments Missed	36
Excludes	3
Service Activation	
Total Orders Completed	210
Missed Installs	18
% Orders Completed	91.4%
Service Activation - >90 Days	
Total Orders Completed	686
Installs Held Over 90 Days	0
% of Orders Completed within 90 Days	100.0%
Service Activation - >180 Days	0.014
Total Orders Completed	2,014
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	F7 444
Access Lines	57,414
Trouble Tickets	443
Trbls per 100 Access Lines	0.8
OOS Cleared within 48 Hours	202
OOS Tickets	323
OOS Cleared within 48 Hrs	317
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	27
NOOS Cleared within 72 Hours	100
NOOS Tickets	120
NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs	117 3
NOOS cleared > 72 Hrs NOOS in 72 Hrs Excludes	3 4
	4 obj met
Switching Blockage	
Blockage	obj met

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		Nov	-10	De	c-10	Jar	-11	Fel	b-11		ar-11	Ар	r-11	May	y-11	Jun	-11	Ju	I-11	Au	g-11		p-11	Oct	:t-11
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd		Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Misse Instal										
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Toppenish	TPNS																								
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard Wapato	WLRD WPAT																								

Monthly percentages completed within five days

Orders Taken = Total New and To/Transfer service orders completed 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service orders not completed by customer requested due date

Rate Center Consolidation February 19-20, 2005: Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish Mabton (MBTN) and Bickleton (BCTN) will become Mabton Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL) Gardiner will become Port Angeles (PTAG) Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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									United	Telephone	e Company	<u>v of the No</u> 2011	orthwest d	/b/a CENT	URYLINK										
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		No	v-10	De	c-10	Jai	า-11	Feb	b-11	Ma	r-11	Ар	r-11	May	y-11	Jur	n-11	Ju	-11	Au	g-11	Sep	o-11	Oct	t-11
Exchange	CLLI	CLLI Total Orders Cmpitd 90 Days Cmpitd Total Orders On Days				Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
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										SERVICE	NGTON QU ACTIVATIO Company	ON - HELD	ORDERS	- 180 DAY	/S										
												2011													
		No	v-10	De	c-10	Jar	n-11	Feb	p-11	Ма	r-11	Арі	r-11	May-11		Jur	n-11	Jul	-11	Au	g-11	Sep	o-11	Oc	:t-11
Exchange				ters Held > Orders Held > Orders Held > Orders Held >						Total Orders Cmpltd Held > 180 Days		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Day										
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Whitstran	WHTS																								
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Wapato	WPAT																								
Monthly percentages completed within 180 days	1																								

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Exchange	CLLI	Rpts	Lines	/100	Rpts	Line	es /1	00 Rp	ts L	ines	/100	Rpts	Lines	/100	Rpts	Lines	i /100	0 Rpts	s Line	s /100	0 Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/10
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Prosser	PRSR			_										-			_			_			-						-									
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Stevenson	STSN TPNS																						-						-									
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WhiteSwan Whitstran	WHSW			-										-						_			-					_	-									
Whitstran Willard	WLRD													-									-															
Villard Vapato	WPAT																																					

Total Reports = Total regulated initial and repeat trouble reports received Total Access Lines = Total access lines in service Trouble Per 100 A.L. = Trouble report per 100 access line ratio