WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL Nov-11												
MEASUREMENTS	Nov-11											
Install Commitments Commitments Made Commitments Missed Excludes	443 17 0											
Repair Commitments Commitments Made Commitments Missed Excludes	1,173 94 40											
Service Activation - 5 business day Total Orders Completed Missed Installs % Orders Completed	443 55 87.6%											
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	1,452 5 99.7%											
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	3,002 2 99.9%											
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	122,054 1,153 0.9											
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	812 767 45 47											
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	341 316 25 0											
Switching Blockage	obj met obj met											

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

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

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

	Dec-1		Jan-		Feb-1 Total		Mar-1	11 Held	Apr-		May-	11 Held	Jun-		Jul-1 Total	11 Held	Aug-		Sep-		Oct-	11 Held	Nov-	
Exchange	Total Orders	Held >90	Total Orders	>90	Total Orders	Held >90																		
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd		Cmpltd						Cmpltd		Cmpltd	Days	Cmpltd		Cmpltd		Cmpltd	
ALMIRA	·	·	·	·		,	·				·		·	·	·	·	·				·	,		,
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
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CARNATION CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULEE CITY																								
COWICHE																								
CRESTON																								
CURTIS																								
DAVENPORT																								
EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU FALL CITY																								
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																								
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VASHON																								
VASHUN WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								
Monthly percentages																								
completed within 90 days																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL Rolling 12 Months Dec 2010 - Nov 2011

Mar-11 Apr-11 May-11 Jun-11 Jul-11 Aug-11

Sep-11

Oct-11

Nov-11

Dec-10

Monthly percentages completed within 180 days

Jan-11

Feb-11

	Dec-		Jan-		Feb-		Mar-		Apr-		May-		Jun-		Jul-		Aug-		Sep-		Oct-		Nov-	
Exchange	Total	Held	Total	Held		Held	Total	Held	Total	Held	Total	Held		Held	Total	Held	Total	Held	Total	Held	Total	Held		Held
		>180	Orders		Orders	>180	Orders	>180	Orders	>180	Orders		Orders		Orders		Orders	>180	Orders	>180	Orders	>180		>180
	Cmpltd	Days																						
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
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LONG BEACH																								
LOPEZ																								
MATHEWS CORNERS																								
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VALLEY VASHON																								
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WILBUR																								
WILSON CREEK																								
WILSON CREEK WINTHROP																								
YACOLT																								
INCOLI																								

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

						CENTURY T Rolling 12 Months Dec 2	EL 2010 - Nov 2011					
	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
Exchange	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Resu	Trbis per 100 It AL Tkts Result	Trbis per 100	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Resul	Trbls per 100 It AL Tkts Result	Trbls per 100 AL Tkts Result				
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												
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 RIDGE SOUTH BEND												
SOUTH PRAIRIE												
SPANGLE SPRAGUE STARBUCK												
STARBUCK TIETON												
TWISP VADER												
VALLEY												
VASHON WASHTUCNA												
WILBUR WILSON CREEK												
WINTHROP												
YACOLT												