

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
Nov-11**

MEASUREMENTS	Nov-11
Install Commitments	
Commitments Made	443
Commitments Missed	17
Excludes	0
Repair Commitments	
Commitments Made	1,173
Commitments Missed	94
Excludes	40
Service Activation - 5 business day	
Total Orders Completed	443
Missed Installs	55
% Orders Completed	87.6%
Service Activation - >90 Days	
Total Orders Completed	1,452
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	3,002
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	122,054
Trouble Tickets	1,153
Trbls per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	812
OOS Cleared within 48 Hrs	767
OOS Cleared > 48 Hrs	45
OOS in 48 Hrs Excludes	47
NOOS Cleared within 72 Hours	
NOOS Tickets	341
NOOS Cleared within 72 Hrs	316
NOOS Cleared > 72 Hrs	25
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 Dec 2010 - Nov 2011

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

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

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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 Dec 2010 - Nov 2011

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	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days
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