WASHINGTON QUALITY OF SERVICE REPORT	SUMMARY
CENTURYLINK	
2011	
MEASUREMENTS	Nov-11
Install Commitments	
Commitments Made	195
Commitments Missed	5
Excludes	0
Repair Commitments	
Commitments Made	528
Commitments Missed	33
Excludes	0
Service Activation	
Total Orders Completed	195
Missed Installs	18
% Orders Completed	90.8%
Service Activation - >90 Days	
Total Orders Completed	655
Installs Held Over 90 Days	0
% of Orders Completed within 90 Days	100.0%
Service Activation - >180 Days	
Total Orders Completed	1,704
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	
Trouble Tickets	501
Trbls per 100 Access Lines	#DIV/0!
OOS Cleared within 48 Hours	
OOS Tickets	390
OOS Cleared within 48 Hrs	384
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	25
NOOS Cleared within 72 Hours	
NOOS Tickets	111
NOOS Cleared within 72 Hrs	108
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK 2011

								1	United Tele	ephone Co	mpany of	the North	west d/b/a	CENTUR	RYLINK									
												2011												
		De	c-10	Jai	n-11	Fel	b-11	Ma	r-11	Ap	r-11	Ma	y-11	Jur	n-11	Jul-11	Aı	ıg-11	Se	p-11	Oc	t-11	Nov	v-11
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd Misse Instal			Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs												
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	WLRD																							
Wapato	WPAT																							
Monthly percentages completed within five days	WIAI																							

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

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK 2011

		Dec	:-10	Jai	1-11	Feb	-11	Mai	·-11	Ap	r-11	May	y-11	Jur	n-11	Jul	l-11	Aug	g-11	Se	p-11	Oc	t-11	Nov	v-11
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days																						
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	WLRD																								
Wapato	WPAT																								
Monthly percentages completed within 90 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

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK 2011

		Dec	:-10	Jai	1-11	Fel	o-11	Mar	-11	Арі	r-11	May	y-11	Jui	n-11	Ju	I-11	Aug	-11	Sej	p-11	Oct-	·11	No	v-11
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held 180 Da																				
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
yle	LYLE																								
labton	MBTN																								
lattawa	MTWA																								
atterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
ort Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
stevenson	STSN																								
oppenish	TPNS																								
routlake	TRLK																								
Vhite Salmon	WHSL																								
VhiteSwan	WHSW																								
Vhitstran	WHTS																								
Villard	WLRD																								
Vapato	WPAT																								

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

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WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d/b/a CENTURYLINK 2011

			Dec-10		Jan		Feb-1		Mar-1			Apr-11			May-1		Jun-			Jul-11			Aug-11)-11			Oct-1	1		Nov	v-11
Exchange	CLLI	Total Rpts	Total Lines					al Trb						Total Rpts												Trbl /100	Total Rpts	Total Lines	Trbl /100	Tota Rpts	Tota Line:	
himacum	CHMC													·								·		i i			·					
Columbia	CLMA												1						ı		1											
allesport	DLPT									7	ı		1								1											
randview	GDVW									7	Ī		1								1											
oldendale	GLDL												1						ı		1											
enwood	GLWD									7	ı		1								1											
ranger	GRGR												1						ı		1											
ood Canal	HDCL									7	Ī		1								1											
arrah	HRRH												1						ı		1											
ickitat	KLCT												1						ľ		1											
le	LYLE												1						ı		1											
abton	MBTN												1						ľ		1											
attawa	MTWA									7	ı		1								1											
atterson	PASN												1						ı		1											
ulsbo	PLSB									7	ı		1								1											
osser	PRSR												1						ı		1											
ort Angeles	PTAG									7	Ī		1						Ī		i											
oosevelt	RSVT												1						ı		1											
unnyside	SNSD												1						ı		1											
evenson	STSN									7	ı		1								1											
ppenish	TPNS												1						ı		1											
outlake	TRLK									7	ı		1								1											
hite Salmon	WHSL																															
niteSwan	WHSW							T[_																								
hitstran	WHTS																															
illard	WLRD									┨_	_																					
/apato	WPAT										- 15								f													

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