

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

MEASUREMENTS	Dec-11
Install Commitments	
Commitments Made	344
Commitments Missed	7
Excludes	0
Repair Commitments	
Commitments Made	1,097
Commitments Missed	72
Excludes	25
Service Activation - 5 business day	
Total Orders Completed	344
Missed Installs	36
% Orders Completed	89.5%
Service Activation - >90 Days	
Total Orders Completed	1,260
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,869
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	121,493
Trouble Tickets	1,072
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	813
OOS Cleared within 48 Hrs	788
OOS Cleared > 48 Hrs	25
OOS in 48 Hrs Excludes	40
NOOS Cleared within 72 Hours	
NOOS Tickets	264
NOOS Cleared within 72 Hrs	255
NOOS Cleared > 72 Hrs	9
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 Jan 2011 - Dec 2011

Exchange	Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11	
	Total Orders Cmpitd	Missed Installs																						
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
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CONNELL																								
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CRESTON																								
CURTIS																								
DAVENPORT																								
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EUREKA																								
EWU																								
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LOPEZ																								
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MCCLEARY																								
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OCOSTA																								
ODESSA																								
ORTING																								
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PACKWOOD																								
PE ELL																								
PUGET SOUND																								
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RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
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SPANGLE																								
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VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
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 Jan 2011 - Dec 2011

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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 Jan 2011 - Dec 2011

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