WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2011

MEASUREMENTS	Dec-11
Install Commitments Commitments Made Commitments Missed Excludes	181 3 0
Repair Commitments Commitments Made Commitments Missed Excludes	485 70 3
Service Activation Total Orders Completed Missed Installs % Orders Completed	181 12 93.4%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	586 2 99.7%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	1,353 0 100.0%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	56,887 469 0.8
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	390 357 33 17
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes Switching	79 76 3 2 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

Exchange			Missed	Total	Missed	Total	Missed	Total	l l	Total		Total		Total	i							T		T	1
		Cmpltd	Installs	Orders Cmpltd	Installs	Orders Cmpltd	Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs		Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
	CHMC																								
	CLMA																								
	OLPT																								
	DVW																								
	GLDL																								
Glenwood G	GLWD																								
Granger G	GRGR																								
Hood Canal H	HDCL																								
Harrah H	HRRH																								
Klickitat K	KLCT																								
Lyle L	LYLE																								
	ABTN																								
Mattawa M	ITWA																								
Patterson P	PASN																								
Poulsbo P	PLSB																								
Prosser P	PRSR																								
Port Angeles P	PTAG																								
Roosevelt R	RSVT																								
Sunnyside S	SNSD																								
Stevenson S	STSN																								
Toppenish T	ΓPNS																								
Troutlake T	ΓRLK																								
White Salmon W	VHSL																								
WhiteSwan W	VHSW																								
Whitstran W	VHTS																								
Willard W	VLRD																								
Wapato W	VPAT																								

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

		Jar	1-11	Fel	p-11	Ma	r-11	Apr	-11	May	y-11	Jur	1-11	Ju	I-11	Au	g-11	Sep	-11	Oc	t-11	Nov-1	1	Dec	c-11
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days			Total Orders Cmpltd	Held 90 Da																		
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Blenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
yle	LYLE																								
/labton	MBTN																								
/lattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port 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

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

		Jar	1-11	Fel	p-11	Ma	r-11	Apr	-11	May	y-11	Jur	1-11	Ju	I-11	Αu	g-11	Sep	-11	Oc	t-11	Nov	-11	Dec	c-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																								
Lyle	LYLE																								
Mabton	MBTN																								
Mattawa	MTWA																								
Patterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
Port Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Γoppenish	TPNS																								
Froutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Nhitstran	WHTS																								
Nillard	WLRD																								
Wapato	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

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 Trouble Reports Per 100 Access Lines <u>United Telephone Company of the Northwest d/b/a CENTURYLINK</u> 2011

		Jan	11			Feb-11		1	Mar-1	1		Apr-11	May-	-11			Jun-11			Jul-11		1	Aug-11	1		Sep-1	1	1	Oct-	11		Nov-	11		Dec-1	11		
		Total To	tal Tı	bl T	otal	Total	Trbl	Total	Tota	l Trk	I Total	Total	Trbl	Total	To	tal T	rbl .	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trb	l Tota	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Tota	Total	Trk
Exchange	CLLI	Rpts Lir										Lines																	/100				Rpts	Lines	/100	Rpts	Lines	/10
Chimacum	CHMC																																					
Columbia	CLMA												1																									
Dallesport	DLPT						1						1										1															
Grandview	GDVW												1																									
Goldendale	GLDL						1						1										1															
Glenwood	GLWD												1																									
Granger	GRGR												1																									
Hood Canal	HDCL												1																									
Harrah	HRRH												1																									
Klickitat	KLCT						1						1										1															
yle	LYLE						1						1										1															
Mabton	MBTN						1						1										1															
Mattawa	MTWA						1						1										1															
Patterson	PASN						1						1										1															
Poulsbo	PLSB						1						1										1															
Prosser	PRSR						1						1										1															
Port Angeles	PTAG									_			1					ı					1															
Roosevelt	RSVT						1						1										1															
Sunnyside	SNSD						1						1										1															
Stevenson	STSN						1						1										1															
Toppenish	TPNS									_			1					ı					1															
routlake	TRLK						1						1										1															
White Salmon	WHSL									_			1					ı					1															
VhiteSwan	WHSW																																					
Vhitstran	WHTS																						1															
Willard	WLRD																																					
Vapato	WPAT									7			1			=11		_					1															

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