WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK 2011

MEASUREMENTS	Nov-11
Install Commitments Commitments Made Commitments Missed Excludes	195 5 0
Repair Commitments	0
Commitments Made Commitments Missed Excludes	528 33 0
Service Activation Total Orders Completed Missed Installs % Orders Completed	195 18 90.8%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	655 0 100.0%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	1,704 1 99.9%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	56,167 501 0.9
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	390 384 6 25
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	111 108 3 2
Switching	obj met
Blockage	obj met

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								<u>t</u>			ompany of														
												2011													
	<u> </u>	Dec	<u>-10</u>	lar	า-11	Fal	b-11	Mai	r_11	۸n	r-11	Мау	/-11	Jur	- 11	Jul	_11		g-11	Se	p-11	Oct	⊢ 11	Not	v-11
		Total		Total		Total		Total		Total		Total		Total		Total		Total	<u>g-11</u>	Total		Total		Total	
Exchange	CLLI	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed
		Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	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																									

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

SVC ACT - 5 BUS DAYS

									United	SERVICE	NGTON QU ACTIVATI e Company	ION - HELI	D ORDERS	- 90 DAYS											
		De	c-10	Ja	n-11	Feb	b-11	M	ar-11	Ap	r-11	Ma	y-11	Jun	n-11	Ju	-11	Aug	y-11	Se	p-11	Oct	-11	No	v-11
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held >	Total	Held > 90 Days	Total Orders Cmplto	Held >	Total Orders Cmpltd	Held > 90 Days	Total	Held > 90 Days	Total	Held > 90 Days	Total	Held > 90 Days	Total	Held > 90 Days	Total	Held > 90 Days	Total	Held > 90 Days	Total	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																								
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REDACTED CONFIDENTIAL PER WAC 480-07-160

								Uni	SERVIC	INGTON QU E ACTIVATI ne Company	ON - HELC	ORDERS	- 180 DAYS											
		Dec	c-10	Jai	n-11	Feb	b-11	Mar-11	Α	or-11	Ma	y-11	Jun	-11	Jul	-11	Aud	g-11	Se	p-11	Oc	t-11	No	ov-11
Exchange	CLLI	Total	Held > 180 Days	Total	Held > 180 Days	Total	Held > 180 Days	Total Orders Cmpltd	Total	Held >	Total	Held > 180 Days	Total	Held > C	Total	Held > 180 Days	Total	Held > 180 Days	Total	Held > 180 Days	Total	rders 180 Days Orders 180 D	Held > 180 Days	
Chimacum	CHMC																							
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Wapato Monthly percentages completed within 180 days	<u>.</u>																							

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WASHINGTON QUALITY OF SERVICE REPORT

		Dec	-10		Jai	n-11			Feb-1	1		Mar-1			Ap	r-11			May-11			Jun-11			Jul-11			Aug-11			Sep	-11			Oct-1	1		Nov	/-11
		Total To		bl To			Trbl	Total		al Trb	I Tota			bl To			Trbl 1		Total	Trbl			Trbl				Total	Total	Trbl	Total			bl .	Total	Total	Trbl	Tota		
xchange	CLLI			00 Rp				Rpts				Lines							Lines									Lines						Rpts	Lines	/100	Rpts		
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dale	GLDL																																						
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anal	HDCL																																						
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	MBTN								,			,	_							_																			
a	MTWA PASN																									_													
on	PASN PLSB												_							-						_													
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geles	PRSR								,				_							_						_													
elt	RSVT												-					ł								\neg													
ide	SNSD									-			-													\neg													
son	STSN																																						
ish	TPNS																																						
ke	TRLK																																						
Salmon	WHSL																																						
wan	WHSW																																						
an	WHTS																																						
	WLRD																																						
0	WPAT																																						

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

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