

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%
TrbIs per 100 Access Lines	
Access Lines	56,167
Trouble Tickets	501
TrbIs per 100 Access Lines	0.9
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

Exchange	CLLI	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
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

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

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

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