

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL d/b/a CENTURYLINK
Jan-12

MEASUREMENTS	Jan-12
Install Commitments	
Commitments Made	328
Commitments Missed	30
Excludes	0
Repair Commitments	
Commitments Made	1,748
Commitments Missed	328
Excludes	59
Service Activation - 5 business day	
Total Orders Completed	328
Missed Installs	30
% Orders Completed	90.9%
Service Activation - >90 Days	
Total Orders Completed	1,115
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.5%
Service Activation - >180 Days	
Total Orders Completed	2,692
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	120,992
Trouble Tickets	1,636
TrbIs per 100 Access Lines	1.4
OOS Cleared within 48 Hours	
OOS Tickets	1,321
OOS Cleared within 48 Hrs	1,197
OOS Cleared > 48 Hrs	124
OOS in 48 Hrs Excludes	152
NOOS Cleared within 72 Hours	
NOOS Tickets	315
NOOS Cleared within 72 Hrs	298
NOOS Cleared > 72 Hrs	17
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 Feb 2011 - Jan 2012

Exchange	Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12	
	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
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
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WILBUR																								
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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 Feb 2011 - Jan 2012

Exchange	Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	
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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 Feb 2011 - JAN 2012

Exchange	Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		
	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	
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WILSON CREEK																									
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YACOLT																									

Monthly percentages
 completed within 180
 days

WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL d/b/a CENTURYLINK
Rolling 12 Months Feb 2011 - Jan 2012

Exchange	Feb-11			Mar-11			Apr-11			May-11			Jun-11			Jul-11			Aug-11			Sep-11			Oct-11			Nov-11			Dec-11			Jan-12		
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100		
	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result
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CLEARWATER	[REDACTED]																																			
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LONG BEACH	[REDACTED]																																			
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RIMROCK	[REDACTED]																																			
RITZVILLE	[REDACTED]																																			
ROYAL CITY	[REDACTED]																																			
SNOQUALMIE PASS	[REDACTED]																																			
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