WASHINGTON QUALITY OF SERVICE REPOR	T SUMMARY
CENTURYLINK 2012	
2012	
MEASUREMENTS	Jan-12
Install Commitments	
Commitments Made	176
Commitments Missed	3
Excludes	0
Repair Commitments	
Commitments Made	861
Commitments Missed	187
Excludes	7
Service Activation	
Total Orders Completed	176
Missed Installs	13
% Orders Completed	92.6%
Service Activation - >90 Days	
Total Orders Completed	552
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.1%
Service Activation - >180 Days	
Total Orders Completed	1,238
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	56,723
Trouble Tickets	776
Trbls per 100 Access Lines	1.4
OOS Cleared within 48 Hours	070
OOS Tickets	672
OOS Cleared within 48 Hrs	578
OOS Cleared > 48 Hrs	94
OOS in 48 Hrs Excludes	84
NOOS Cleared within 72 Hours	104
NOOS Cloared within 72 Hrs	104
NOOS Cleared within 72 Hrs	99
NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	5 3
	_
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

2012

	1	Feb	-11	Ma	r-11	Δn	r-11	Ma	ı_11	Jur	1-11	lul	l-11	Λ	g-11	Sep	-11	00	t-11	Nov	<u>-11</u>	Do	c-11	lan	1-12
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total	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

		Fel	-11	Ma	r-11	Ap	r-11	May	/-11	Jur	n-11	Ju	I-11	Aug	g-11	Sep)-11	Oc	t-11	No	v-11	Dec	c-11	Jan	า-12
Exchange	CLLI	Total Orders Cmpltd	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																								
Willard	WLRD																								
Wapato	WPAT																								
Monthly percentages completed within 90 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:

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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 2012

		Feb	p-11	Ma	r-11	Ap	r-11	Ma	y-11	Jur	n-11	Jul	l-11	Au	g-11	Se	p-11	Oct	t-11	No	/-11	Dec	c-11	Jan	1-12
Exchange	CLLI	Total Orders Cmpltd	Held > 180 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																								
Willard	WLRD																								
Wapato	WPAT																								
Monthly percentages completed within 180 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:
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WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ

	I		Feb-11			Mar-11			Apr-1			May-11			Jun-11			Jul-11			Aug-11			Sep-11			Oct-11			Nov-1			Dec-1			Jan-1	
		Total	Total	Trbl	Total	Total	Trb	I Tota	Tota	Trk	I Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	T															
Exchange	CLLI	Rpts	Lines	/100	Rpts	Lines	/10	Rpts	Line	/10	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/1
nimacum	CHMC	L																	J											1	1						
olumbia	CLMA																																				
llesport	DLPT																																				
andview	GDVW																																				
oldendale	GLDL																																				
enwood	GLWD																																				
anger	GRGR																																				
od Canal	HDCL																																				
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е	LYLE																																				
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ppenish	TPNS																																				
outlake	TRLK																																				
nite Salmon	WHSL																																				
niteSwan	WHSW																																				Т
nitstran	WHTS																																				Τ
lard	WLRD																																				П
apato	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

File: UT-921192 WA EQ Quality of Service Report - 2012 REDACTED.xls Source: Crystal NRS