

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK 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%
TrbIs per 100 Access Lines	
Access Lines	56,723
Trouble Tickets	776
TrbIs per 100 Access Lines	1.4
OOS Cleared within 48 Hours	
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	
NOOS Tickets	104
NOOS Cleared within 72 Hrs	99
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	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

Exchange	CLLI	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
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

Exchange	CLLI	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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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
United Telephone Company of the Northwest d/b/a CENTURYLINK
 2012

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		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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WASHINGTON QUALITY OF SERVICE REPORT
 Trouble Reports Per 100 Access Lines
 United Telephone Company of the Northwest d.b.a. EMBARQ
 2012

Exchange	CLLI	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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
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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