

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL d/b/a CenturyLink
2012

MEASUREMENTS	Feb-12
Install Commitments	
Commitments Made	376
Commitments Missed	15
Excludes	0
Repair Commitments	
Commitments Made	1,153
Commitments Missed	61
Excludes	54
Service Activation - 5 business day	
Total Orders Completed	367
Missed Installs	37
% Orders Completed	89.9%
Service Activation - >90 Days	
Total Orders Completed	1,039
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,491
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	120,388
Trouble Tickets	940
Trbls per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	662
OOS Cleared within 48 Hrs	650
OOS Cleared > 48 Hrs	12
OOS in 48 Hrs Excludes	254
NOOS Cleared within 72 Hours	
NOOS Tickets	276
NOOS Cleared within 72 Hrs	265
NOOS Cleared > 72 Hrs	11
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

<p>WASHINGTON QUALITY OF SERVICE REPORT</p> <p>SERVICE ACTIVATION - HELD ORDERS - 90 Days</p> <p>CENTURY TEL D/B/A CENTURYLINK</p> <p>Rolling 12 Months Mar 2011 - Feb 2012</p>	
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[illegible]

Monthly percentages completed within 90 days

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 90 Days
CENTURY TEL D/B/A CENTURYLINK
Rolling 12 Months Mar 2011 - Feb 2012

Exchange	Mar-11		Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-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

TROUBLES PER 100 ACCESS LINES
CENTURY TEL D/B/A CENTURYLINK
Rolling 12 Months Mar 2011 - Feb 2012

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	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		
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