

**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T141 - CenturyTel of Washington

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2011
Installation Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								

**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T142 - CenturyTel of Inter-Island

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2011
Installation Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								

**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T143 - CenturyTel of Cowiche

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2011
Installation Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								

**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2011
Installation Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								