# Company T141 - CenturyTel of Washington

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	Bus	Jul	Aug	Sep	Oct	Nov
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					

**Grand Total of Service Guarantee Credits** 

Number of Out-of-Service Not Cleared in 7 Days

Total amount of credits for Out-of-Service Not Cleared in 7 Days

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

YTD 2011

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Company T142 - CenturyTel of Inter-Island	CUSTOMER SERVICE GUAR				
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	Bus	Jul	A		
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				

# Out-of-Service Repair Credits - Business

**Number of Scheduled Appointments** Number of Scheduled Appointments missed due to Company reasons **Number of Scheduled Commitments** Number of Scheduled Commitments missed due to Company reasons **Total amount of Missed Commitment Credits** Number of Out-of-Service Not Cleared in 24-48 Hours Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours Number of Out-of-Service Not Cleared in 48 Hours Total amount of credits for Out-of-Service Not Cleared in 48 Hours Number of Out-of-Service Not Cleared in 7 Days Total amount of credits for Out-of-Service Not Cleared in 7 Days

Total amount of credits for Out-of-Service Not Cleared in 7 Days

**Grand Total of Service Guarantee Credits** 

# CENTURYLINK WASHINGTON **CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

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# Company T143 - CenturyTel of Cowiche

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	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 Comice Densir Credite Desidence								
Out-of-Service Repair Credits - Residence	Doo							
Number of Scheduled Appointments  Number of Scheduled Appointments missed due to Company reasons	Res Res							
Number of Scheduled Appointments missed due to Company reasons  Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons  Total amount of Missed Commitment Credits	Res 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							
Total amount of creats for out of service Not created in 7 bays	ile3							
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							

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**Grand Total of Service Guarantee Credits** 

Total amount of credits for Out-of-Service Not Cleared in 7 Days

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

### Company T876 - United Telephone Company of the Northwest

# Installation Credits - Residence **Number of Scheduled Appointments** Number of Scheduled Appointments missed due to Company reasons **Number of Scheduled Commitments** Number of Scheduled Commitments missed due to Company reasons

Total amount of installation credits - Residence

### **Installation Credits - Business**

**Number of Scheduled Appointments** Number of Scheduled Appointments missed due to Company reasons **Number of Scheduled Commitments** Number of Scheduled Commitments missed due to Company reasons Total amount of installation credits - Business

### Out-of-Service Repair Credits - Residence

**Number of Scheduled Appointments** Number of Scheduled Appointments missed due to Company reasons **Number of Scheduled Commitments** Number of Scheduled Commitments missed due to Company reasons **Total amount of Missed Commitment Credits** Number of Out-of-Service Not Cleared in 24-48 Hours Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours Number of Out-of-Service Not Cleared in 48 Hours Total amount of credits for Out-of-Service Not Cleared in 48 Hours Number of Out-of-Service Not Cleared in 7 Days Total amount of credits for Out-of-Service Not Cleared in 7 Days

### Out-of-Service Repair Credits - Business

**Number of Scheduled Appointments** Number of Scheduled Appointments missed due to Company reasons **Number of Scheduled Commitments** Number of Scheduled Commitments missed due to Company reasons **Total amount of Missed Commitment Credits** Number of Out-of-Service Not Cleared in 24-48 Hours Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours Number of Out-of-Service Not Cleared in 48 Hours Total amount of credits for Out-of-Service Not Cleared in 48 Hours Number of Out-of-Service Not Cleared in 7 Days Total amount of credits for Out-of-Service Not Cleared in 7 Days

**Grand Total of Service Guarantee Credits** 

# CENTURYLINK WASHINGTON **CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

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