# WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK 2012 MEASUREMENTS Feb-12 stall Commitments Commitments Made 185

MEASUREMENTS	Feb-12
Install Commitments	
Commitments Made	185
Commitments Missed	4
Excludes	0
Repair Commitments	
Commitments Made	455
Commitments Missed	53
Excludes	1
Service Activation	
Total Orders Completed	185
Missed Installs	6
% Orders Completed	96.8%
Service Activation - >90 Days	
Total Orders Completed	542
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	98.9%
Service Activation - >180 Days	
Total Orders Completed	1,197
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	56,449
Trouble Tickets	399
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	322
OOS Cleared within 48 Hrs	309
OOS Cleared > 48 Hrs	13
OOS in 48 Hrs Excludes	51
NOOS Cleared within 72 Hours	
NOOS Tickets	74
NOOS Cleared within 72 Hrs	72
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	5
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

		Mai	r-11	Ap	r-11	Ma	y-11	Jur	n-11	Ju	I-11	Aug	g-11	Sep	p-11	Oct	-11	Nov	/-11	Dec-11		Jan-12		Fel	b-12
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Misse																				
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																								

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

		Ma	r-11	Ap	r-11	May	May-11 Jun-11			Jul-11			g-11	Sep	o-11	Oc	-11	Nov	/-11	Dec	:-11	Jar	1-12	Feb	b-12
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held : 90 Day																				
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																								
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Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
Toppenish	TPNS																								
Troutlake	TRLK																								
White Salmon	WHSL																								
WhiteSwan	WHSW																								
Whitstran	WHTS																								
Willard	WLRD																								
Wapato	WPAT																								

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 - 180 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK

		Ma	-11	Ap	r-11	May	y-11	Ju	n-11	Jul	l-11	Au	g-11	Sep	p-11	Oc	t-11	Nov	/-11	Dec	:-11	Jai	n-12	Feb-12		
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held:																					
Chimacum	CHMC																									
Columbia	CLMA																									
Dallesport	DLPT																									
Grandview	GDVW																									
Goldendale	GLDL																									
Glenwood	GLWD																									
Granger	GRGR																									
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Whitstran	WHTS																									
	WLRD																									
Willard	WPAT																									

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 Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d/b/a CenturyLink

2012

			Mar-11			Apr-11			May-11			Jun-11		1	Jul-11			Aug-11	1		Sep-1	1		Oct-1	1		Nov-1	1		Dec-11	1		Jan-12			Feb-12	2
		Total	Total	Trbl	Total	Total	Tri	bl Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl												
Exchange	CLLI	Rpts	Lines	/100	Rpts	Lines	/10	00 Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100												
Chimacum	CHMC									]											1																
Columbia	CLMA																																				
Dallesport	DLPT																																				
Grandview	GDVW			_			l			]						_																					
Goldendale	GLDL																																				
Glenwood	GLWD			_			l			]						_																					
Granger	GRGR			_			l			]						_																					
Hood Canal	HDCL			_																																	
Harrah	HRRH			_						]						1																					
Klickitat	KLCT						l																														
Lyle	LYLE			_																																	
Mabton	MBTN			_																																	
Mattawa	MTWA			_			ļ			1						4																					
Patterson	PASN			_			ļ			1						4																					
Poulsbo	PLSB			4						4						4																					
Prosser	PRSR			4						4						4																					
Port Angeles	PTAG			4			l			4						4																					
Roosevelt	RSVT			4			l			4						4																					
Sunnyside	SNSD			4			l			4						4																					
Stevenson	STSN			4			l			4						4																					
Toppenish	TPNS			4			l			4						4																					
Troutlake	TRLK		_	-			ł			4						-																					
White Salmon	WHSL		_	-			ł			4						-																					
WhiteSwan	WHSW			-						1																											
Whitstran Willard	WHTS WLRD			-						1																											
Wapato	WPAT			1						1						-																					
vvapat0	WPAI																										1										

Total Reports = Total regular Total Access Lines = Total Trouble Per 100 A.L. = Trou