

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

MEASUREMENTS	Mar-12
Install Commitments	
Commitments Made	397
Commitments Missed	3
Excludes	0
Repair Commitments	
Commitments Made	970
Commitments Missed	52
Excludes	45
Service Activation - 5 business day	
Total Orders Completed	397
Missed Installs	46
% Orders Completed	88.4%
Service Activation - >90 Days	
Total Orders Completed	1,092
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,352
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	119,928
Trouble Tickets	895
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	673
OOS Cleared within 48 Hrs	661
OOS Cleared > 48 Hrs	12
OOS in 48 Hrs Excludes	107
NOOS Cleared within 72 Hours	
NOOS Tickets	222
NOOS Cleared within 72 Hrs	215
NOOS Cleared > 72 Hrs	7
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURY TEL d/b/a CENTURYLINK
 Rolling 12 Months Apr 2011 - Mar 2012

Exchange	Apr-11		May-11		Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-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
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OCOSTA
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REARDEN
RIMROCK
RITZVILLE
ROYAL CITY
SNOQUALMIE PASS
SOUTH BEND
SOUTH PRAIRIE
SPANGLE
SPRAGUE
STARBUCK
TIETON
TWISP
VADER
VALLEY
VASHON
WASHTUCNA
WILBUR
WILSON CREEK
WINTHROP
YACOLT

Monthly percentages
completed within five
days

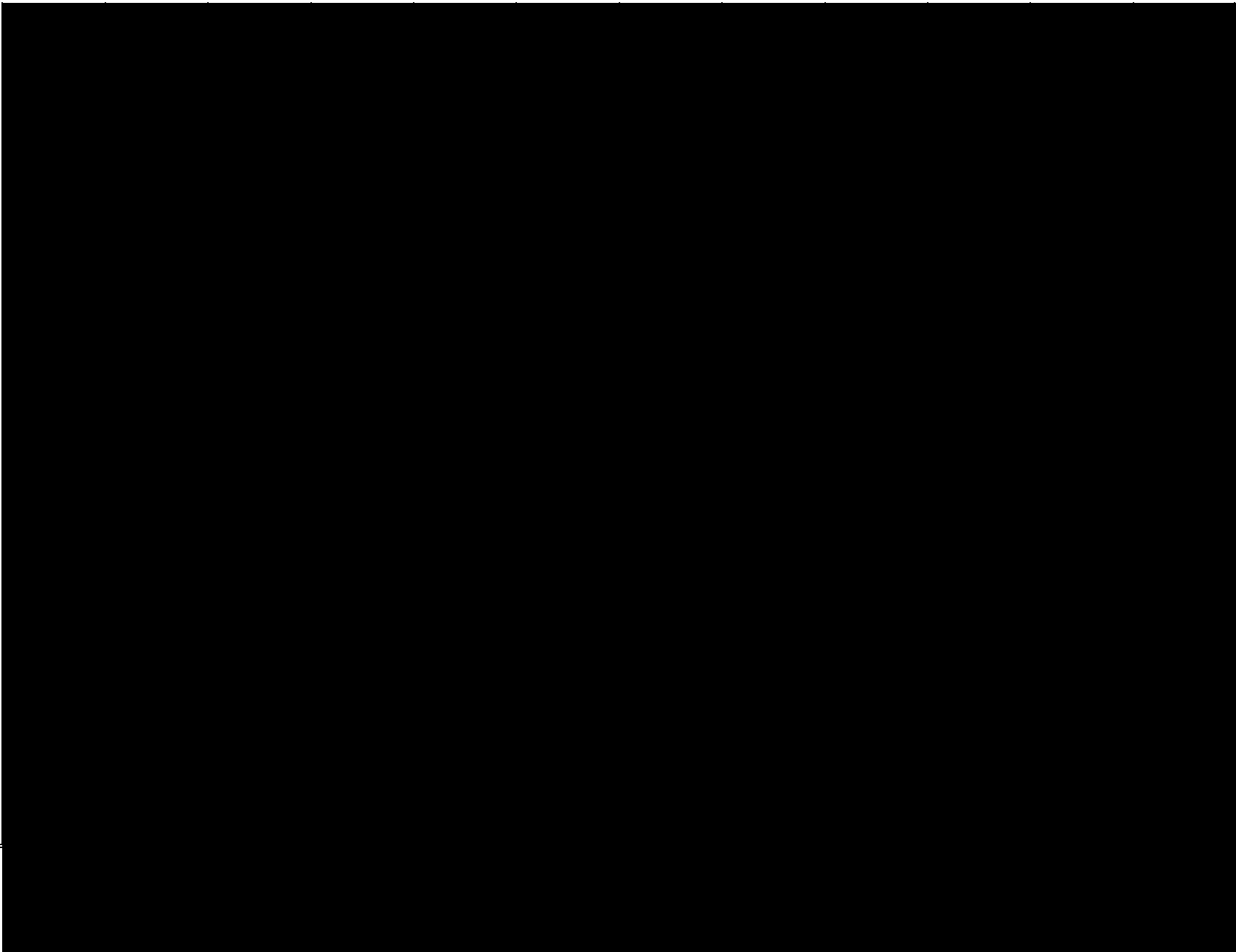


WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Apr 2011 - Mar 2012

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WINTHROP
YACOLT

Monthly percentages
completed within 90
days



WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Apr 2011 - Mar 2012

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