WASHINGTON QUALITY OF SERVICE REP	ORT SUMMARY
CENTURY TEL d/b/a CENTURYL	
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

Total Missed Total Missed Cheples Misse		Apr	-11	May	<i>'</i> -11	Jun-11		ul-11	Aud	g-11	Ser)-11	Oct	-11	No	v-11	Dec	-11	Jan	-12	Feb	p-12	Mar-	·12
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months Apr 2011 - Mar 2012

Apr-11 May-11						T 1 44 T 1144					A 44 Co 44				Oct-11 Nov-11				Jan-12		Feb-12		Mar-12	
					Jun-		Jul-1		Aug		Sep-		Oct-				Dec-							
Exchange	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held		Held		Held	Total	Held	Total	Held	Total	Held		Held
	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders		Orders		Orders		Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months Apr 2011 - Mar 2012

									Kolling 12	2 WONT	ns Apr 20	iii - Mai	2012											
	Apr-		May-		Jun-		Jul-		Aug-		Sep-		Oct-	11	Nov		Dec-		Jan-		Feb-	12	Mar-	
Exchange	Total	Held		Held	Total	Held		Held		Held		Held	Total	Held		Held	Total	Held	Total	Held	Total	Held		Held
	l l	>180	Orders			>180			Orders		Orders		Orders	>180		>180	Orders		Orders		Orders		Orders	
ALANDA	Cmpltd	Days	Cmpltd	Days	Cmpita	Days	Cmpita	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL DIBJA CENTURYLINK ROlling 12 Months Apr 2011 - Mar 2012

					R	tolling 12 Months Apr 2011 - M	ar 2012					
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Exchange	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100
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AMES LAKE ARLETTA												
ASHFORD												
BASIN CITY BEAVER												
LAKELY ISLAND												
ARNATION ATHLAMET												
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EARWATER												
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EAN PARK												
OSTA ESSA												
TING CIFIC BEACH												
CKWOOD												
ELL GET SOUND												
IDLE												
MOND-LABAM												
RDEN ROCK												
ZVILLE												
AL CITY QUALMIE PASS												
QUALMIE RIDGE												
UTH BEND UTH PRAIRIE												
ANGLE												
RAGUE ARBUCK												
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ISP DER												
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SHON												
ASHTUCNA LBUR												
LSON CREEK												
INTHROP ACOLT												