WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK 2012

MEASUREMENTS	Mar-12
Install Commitments	
Commitments Made	333
Commitments Missed	8
Excludes	0
Repair Commitments	
Commitments Made	499
Commitments Missed	36
Excludes	3
Service Activation	
Total Orders Completed	320
Missed Installs	20
% Orders Completed	93.8%
Service Activation - >90 Days	
Total Orders Completed	681
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.3%
Service Activation - >180 Days	
Total Orders Completed	1,267
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	56,191
Trouble Tickets	395
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	321
OOS Cleared within 48 Hrs	317
OOS Cleared > 48 Hrs	4
OOS in 48 Hrs Excludes	103
NOOS Cleared within 72 Hours	7.4
NOOS Tickets	74
NOOS Cleared within 72 Hrs	70
NOOS Cleared > 72 Hrs	4
NOOS in 72 Hrs Excludes	4
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

								<u>,</u>	nited Tele	ephone Co	mpany of	2012	west d/b/a	CENTUL	KYLINK								
	1	Ap	r-11	Ma	y-11	Jui	n-11	Jul	-11	Aug	g-11	Ser	o-11	Oc	t-11	Nov-11	Dec-11	Ja	n-12	Fel	b-12	Mai	r-12
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd Miss	's Missed		Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs												
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																						
Monthly percentages completed within five days																							

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 2011

	1								1																
		Ap	r-11	Ma	y-11	Jui	1-11	Jul	-11	Aug	g-11	Sej	p-11	Oc	t-11	No	v-11	Dec	:-11	Jai	1-12	Feb	-12	Mar	r-12
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days																						
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
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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																								
Monthly																									
percentages completed within																									
90 days																									
oo uayo																									

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

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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d/b/a CENTURYLINK

		Apı	r-11	Ma	y-11	Jui	n-11	Jul	-11	Aug	g-11	Sep	o-11	Oc	t-11	No	ov-11	Dec	:-11	Jar	1-12	Feb-	12	Ma	r-12
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days		Held > 80 Days	Total Orders Cmpltd	Held 180 Da												
Chimacum	CHMC																								
Columbia	CLMA																								
Dallesport	DLPT																								
Grandview	GDVW																								
Goldendale	GLDL																								
Glenwood	GLWD																								
Granger	GRGR																								
Hood Canal	HDCL																								
Harrah	HRRH																								
Klickitat	KLCT																								
yle	LYLE																								
labton	MBTN																								
lattawa	MTWA																								
atterson	PASN																								
Poulsbo	PLSB																								
Prosser	PRSR																								
ort Angeles	PTAG																								
Roosevelt	RSVT																								
Sunnyside	SNSD																								
Stevenson	STSN																								
oppenish	TPNS																								
routlake	TRLK																								
Vhite Salmon	WHSL																								
VhiteSwan	WHSW																								
Vhitstran	WHTS																								
Villard	WLRD																								
Vapato	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

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WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d/b/a CENTURYLINK 2012

			Apr-11			May-11			Jun-			Jul-1			Aug-1				Sep-11			С	Oct-11			Nov-	11			Dec-11			Jan-1	2		Feb	-12		Ma	ar-12
		Total	Total	Trbl	Total	Total	Trb	ol Tota	I Tot	al T	rbl Tota	Tota	Trb	Tota	I Total	Tr	rbl Tot	al To	otal	Trbl	Tot	al To	otal	Trbl	Total	Total	Trbl	Tot	al T	otal	Trbl	Total	Total	Trbl	Tota	I Tota	Trb	I Tot	al To	tal
Exchange		Rpts	Lines	/100	Rpts	Lines	/10	0 Rpts	Lin	es /1	00 Rpts	Line	/100	Rpts	Lines	/1	00 Rpf	s Li	ines	/100	Rpf	s Li	nes	/100	Rpts	Lines	/100	Rp	ts L	ines	/100	Rpts	Lines	/100	Rpts	Line	/100) Rp	s Lin	es
nacum	CHMC														1																									
	CLMA			1																																				
	DLPT			1																																				
	GDVW			1																																				
endale	GLDL			1			7			_			7																											
wood	GLWD			1			7						7																											
ger	GRGR			1			7			_			7																											
Canal	HDCL			1			7			_			7																											
ıh	HRRH			1			7						7																											
tat	KLCT			1			7						7																											
	LYLE			1			7						7																											
n	MBTN			1			7						7																											
	MTWA			1			7			\dashv			7																											
	PASN			1			7			\dashv			7																											
bo	PLSB			1			7						7																											
	PRSR			1			7			_			7																											
	PTAG			1			7			\dashv			7																											
	RSVT			1			7			\dashv			7																											
rside	SNSD			1			7			_			7																											
	STSN			1			7			_			7																											
	TPNS			1			7			_			7																											
	TRLK			1			7			\dashv			7																											
	WHSL			1			7			\dashv			7																											
	WHSW						7						7																											
	WHTS																																							
	WLRD			-			7						=																											
	WPAT			-			7						=																											

Total Reports = Total regulated initial and repeat trouble reports received Total Access Lines = Total access lines in service

Trouble Per 100 A.L. = Trouble report per 100 access line ratio