WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL D/B/A CENTURYLINK 2012

MEASUREMENTS	Mar-12
Install Commitments	
Commitments Made	506
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	1,108
Commitments Missed	71
Excludes	44
Service Activation - 5 business day	
Total Orders Completed	506
Missed Installs	54
% Orders Completed	89.3%
Service Activation - >90 Days	
Total Orders Completed	1,270
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,385
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	119,557
Trouble Tickets	920
Trbls per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	706
OOS Cleared within 48 Hrs	693
OOS Cleared > 48 Hrs	13
OOS in 48 Hrs Excludes	213
NOOS Cleared within 72 Hours	
NOOS Tickets	214
NOOS Cleared within 72 Hrs	208
NOOS Cleared > 72 Hrs	6
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 May 2011 - Apr 2012

	May-11 Jun-11		-11	Jul-11	Aı	Aug-11		Sep-11		Oct-11		/-11	Dec-11		Jan-12		Feb-12		Mar-12		Apr	-12	
- Freehouse	Total		Total		Total	Total	1	Total		Total	l	Total											
Exchange	Orders	Missed	Orders	Missed	Orders Mis	ed Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed
	Cmpltd	Installs	Cmpltd	Installs	Cmpltd Inst	IIS Cmpltd	Installs	Cmpltd	Installs														
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AMES LAKE																							
ARLETTA																							
ASHFORD																							
BASIN CITY																							
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months May 2011 - Apr 2012

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	May-		Jun-		Jul-11 Aug-11			Sep-			Oct-11		Nov-11		11	Jan-		Feb-12		Mar-12		Apr-12		
Exchange	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held		Held
J	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	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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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 May 2011 - Apr 2012

									Rolling 12	2 WONT	ns May 20	л - Ар	7 2012											
	May-11 Jun-11				Jul-1		Aug-		Sep-	Oct-	Nov-	-11	Dec-		Jan-		Feb-12 Mar-12				Apr-12			
Exchange	Total	Held	Total	Held	Total	Held		Held		Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held		Held
		>180	Orders		Orders	>180			Orders		Orders		Orders	>180		>180	Orders		Orders		Orders		Orders	
	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 TROUBLES PER 100 ACCESS LINES CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months May 2011 - Apr 2012

					Ro	lling 12 Months May 2011 - A	pr 2012					
Exchange	May-11 Trbis per 100	Jun-11 Trbls per 100	Jul-11 Trbis per 100	Aug-11 Trbls per 100	Sep-11 Trbls per 100	Oct-11 Trbls per 100	Nov-11 Trbls per 100	Dec-11 Trbls per 100	Jan-12 Trbls per 100	Feb-12 Trbls per 100	Mar-12 Trbls per 100	Apr-12 Trbls per 100
_	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result					
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ARLETTA												
ASHFORD BASIN CITY												
BEAVER												
BLAKELY ISLAND CARNATION												
CATHLAMET												
CHENEY CHEWELAH												
CHINOOK												
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NESPELEM NORTHBEND												
OCEAN PARK												
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PE ELL												
PUGET SOUND RANDLE												
RAYMOND-LABAM REARDEN												
RIMROCK												
RITZVILLE ROYAL CITY												
SNOQUALMIE PASS												
SNOQUALMIE RIDGE SOUTH BEND												
SOUTH PRAIRIE												
SPANGLE SPRAGUE												
STARBUCK												
TIETON TWISP												
VADER												
VALLEY VASHON												
WASHTUCNA												
WILBUR WILSON CREEK												
WINTHROP												
YACOLT												