

**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%
TrbIs per 100 Access Lines	
Access Lines	119,557
Trouble Tickets	920
TrbIs 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

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

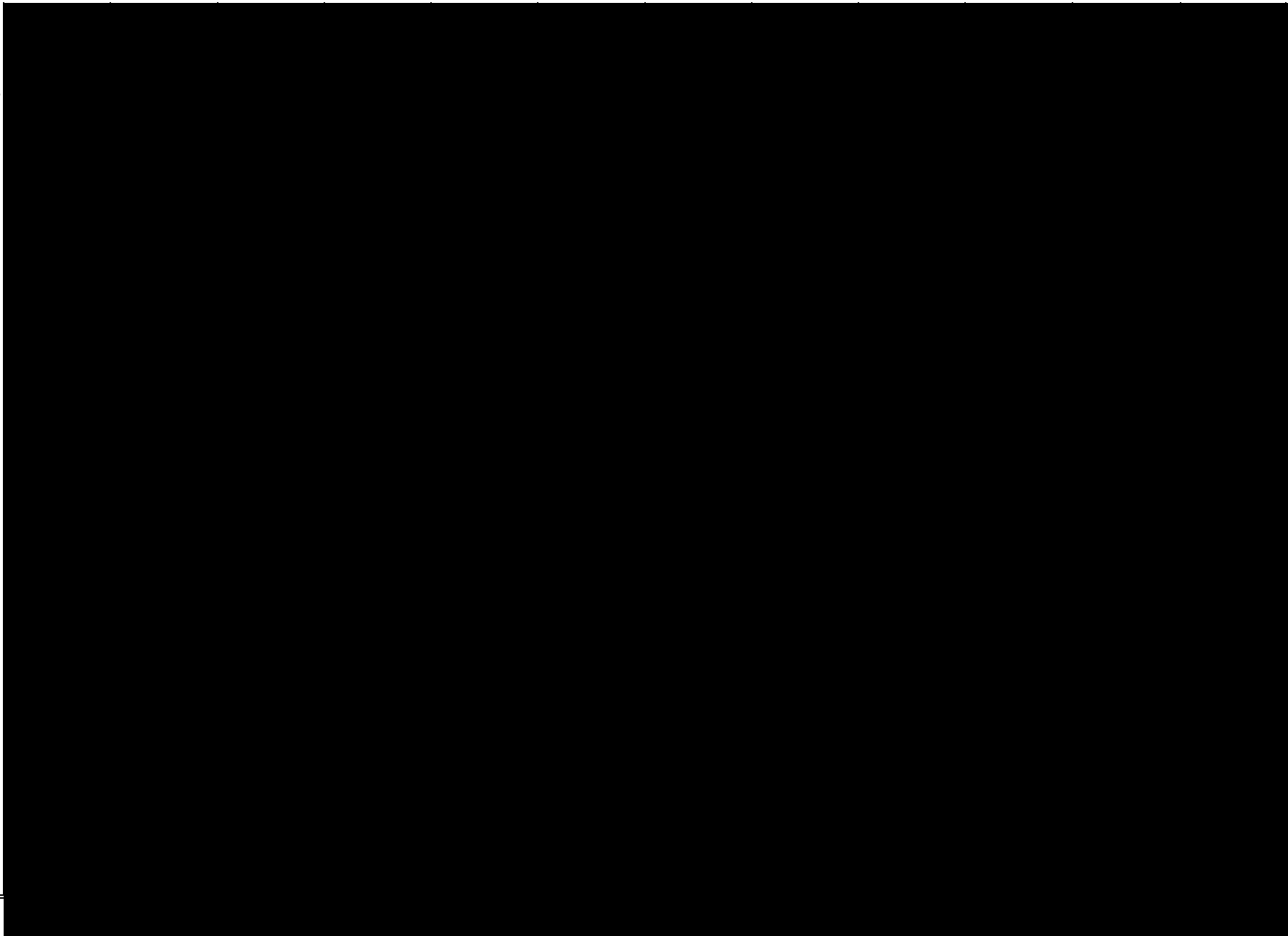
Monthly percentages
completed within five
days



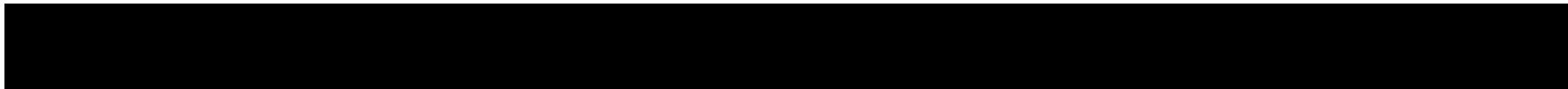
WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 90 Days
CENTURY TEL D/B/A CENTURYLINK
Rolling 12 Months May 2011 - Apr 2012

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WILBUR
WILSON CREEK
WINTHROP
YACOLT



Monthly percentages
completed within 90
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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL D/B/A CENTURYLINK
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