WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2012

MEASUREMENTS	Mar-12
Install Commitments	IVIQI - 1 Z
Commitments Commitments Made Commitments Missed Excludes	260 17 0
Repair Commitments Commitments Made Commitments Missed Excludes	561 38 4
Service Activation Total Orders Completed Missed Installs % Orders Completed	251 39 84.5%
Service Activation - >90 Days Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	756 2 99.7%
Service Activation - >180 Days Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	1,308 0 100.0%
Trbls per 100 Access Lines Access Lines Trouble Tickets Trbls per 100 Access Lines	55,993 372 0.7
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	306 304 2 186
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	66 63 3 5
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

		Ap	r-11	Ma	y-11	Jı	un-11	Jul-	-11	Aug	j-11	Sep	p-11	Oct	-11	No	v-11	Dec	-11	Jan	-12	Feb	p-12	Ma	r-12	Apr	r-12
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	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																								
			y-11		n-11	Jul	-11	Aug	j-11	Sep)-11		t-11		v-11	Dec	:-11		1-12		p-12		r-12	Apr	r-12
Exchange	CLLI	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days	Total Orders	Held > 90 Days
		Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days	Cmpltd	90 Days
Chimacum	CHMC																								
Columbia	CLMA																								
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Grandview	GDVW																								
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Willard	WLRD																								
Wapato	WPAT																								
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completed within																									
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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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Gardiner will become Port Angeles (PTAG)

Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest D/B/A CENTURYLINK

		Ma	y-11	Jui	า-11	Ju	l-11	Aug	j-11	Sep	o-11	Oc	t-11	No	v-11	De	ec-11	Jar	-12	Feb	-12	Mai	r-12	Apı	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	Total Orders Cmpltd	Held > 180 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																								
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	WPAT																								

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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

			May-11				ın-11				Jul-11				ug-11		1	Sep					ct-11				Nov-1				Dec-1				Jan-12				Feb-12			Mar-	12			Apr-	-12
			Total															Tota			Tota			Trbl			Total	Trb			Total	Trb			Total	Trbl		al 1	Total	Trbl	Total	Tota			Total	Total	.[
	CLLI	Rpts	Lines	/10	Rp	ts I	ines	/10	0 R	pts	Lines	/1	00 R	ots	Lines	/100	Rpts	Lines	s	/100	Rpts	s Lir	nes	/100	R	pts	Lines	/100) F	Rpts	Lines	/100	Rp	ts	Lines	/100	Rp	ts L	ines	/100	Rpts	Line	s /1	100	Rpts	Lines	s
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andview	GDVW																																														AI
dendale	GLDL																																														AI
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anger	GRGR]																																							AI
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rrah	HRRH							1		Ī																																					AI
ckitat	KLCT							1		Ī																																					AI
Э	LYLE							1		Ī																																					AI
bton	MBTN							1		Ī																																					AI
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tterson	PASN			1				1		ľ		7																																			AI
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sevelt	RSVT			1				1		ľ		7																																			AI
nyside	SNSD			1				1		ľ		7																																			AI
venson	STSN			1				1		ľ		7																																			AI
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