

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

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

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS  
 United Telephone Company of the Northwest D/B/A CENTURYLINK  
 2012

Exchange	CLLI	Apr-11		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	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 (BCN) will become Mabton  
 Brinnon (BRNN) and Quilecne (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

Exchange	CLLI	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	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
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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  
 2012

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		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
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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

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		Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
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