

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
CENTURY TEL d/b/a CENTURYLINK  
2012**

<b>MEASUREMENTS</b>	<b>May-12</b>
<b>Install Commitments</b>	
Commitments Made	466
Commitments Missed	14
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	1,108
Commitments Missed	65
Excludes	44
<b>Service Activation - 5 business day</b>	
Total Orders Completed	466
Missed Installs	58
% Orders Completed	87.6%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,369
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,408
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
<b>TrbIs per 100 Access Lines</b>	
Access Lines	119,003
Trouble Tickets	920
TrbIs per 100 Access Lines	0.8
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	706
OOS Cleared within 48 Hrs	689
OOS Cleared > 48 Hrs	17
OOS in 48 Hrs Excludes	213
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	214
NOOS Cleared within 72 Hrs	208
NOOS Cleared > 72 Hrs	6
NOOS in 72 Hrs Excludes	0
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS  
 CENTURY TEL d/b/a CENTURYLINK  
 Rolling 12 Months Jun 2011 - May 2012

Exchange	Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-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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AMES LAKE																									
ARLETTA																									
ASHFORD																									
BASIN CITY																									
BEAVER																									
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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 Jun 2011 - May 2012

Exchange	Jun-11		Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-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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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 Jun 2011 - May 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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Monthly percentages  
 completed within 180  
 days



May-12
2015 per 100
Tkts Result

