

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

MEASUREMENTS	Jun-12
Install Commitments	
Commitments Made	421
Commitments Missed	11
Excludes	0
Repair Commitments	
Commitments Made	1,322
Commitments Missed	80
Excludes	35
Service Activation - 5 business day	
Total Orders Completed	421
Missed Installs	72
% Orders Completed	82.9%
Service Activation - >90 Days	
Total Orders Completed	1,393
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,485
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	118,377
Trouble Tickets	1,101
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	848
OOS Cleared within 48 Hrs	829
OOS Cleared > 48 Hrs	19
OOS in 48 Hrs Excludes	226
NOOS Cleared within 72 Hours	
NOOS Tickets	253
NOOS Cleared within 72 Hrs	241
NOOS Cleared > 72 Hrs	12
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 Jul 2011 - Jun 2012

Exchange	Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-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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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 Jul 2011 - Jun 2012

Exchange	Jul-11		Aug-11		Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12	
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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 Jul 2011 - Jun 2012

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Monthly percentages
 completed within 180
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Jun 12		
Tribes per 100		
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