

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

MEASUREMENTS	Jul-12
Install Commitments	
Commitments Made	377
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	1,484
Commitments Missed	115
Excludes	0
Service Activation - 5 business day	
Total Orders Completed	377
Missed Installs	40
% Orders Completed	89.4%
Service Activation - >90 Days	
Total Orders Completed	1,264
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,534
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	117,718
Trouble Tickets	1,367
TrbIs per 100 Access Lines	1.2
OOS Cleared within 48 Hours	
OOS Tickets	1,058
OOS Cleared within 48 Hrs	1,031
OOS Cleared > 48 Hrs	27
OOS in 48 Hrs Excludes	146
NOOS Cleared within 72 Hours	
NOOS Tickets	309
NOOS Cleared within 72 Hrs	293
NOOS Cleared > 72 Hrs	16
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 Aug 2011 - Jul 2012

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

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

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Monthly percentages
 completed within 180
 days

July 12		
Tribes per 100		
AL	Tets	Result
[REDACTED]		