

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
 D TELEPHONE COMPANY OF THE NORTHWEST d/b/a CENTUR
 2012**

| MEASUREMENTS | Jul-12 |
|--|---------------|
| Install Commitments | |
| Commitments Made | 173 |
| Commitments Missed | 171 |
| Excludes | 0 |
| Repair Commitments | |
| Commitments Made | 590 |
| Commitments Missed | 83 |
| Excludes | 5 |
| Service Activation | |
| Total Orders Completed | 173 |
| Missed Installs | 14 |
| % Orders Completed | 91.9% |
| Service Activation - >90 Days | |
| Total Orders Completed | 582 |
| Installs Held Over 90 Days | 1 |
| % of Orders Completed within 90 Days | 99.8% |
| Service Activation - >180 Days | |
| Total Orders Completed | 1,338 |
| Installs Held Over 180 Days | 1 |
| % of Orders Completed within 180 Days | 99.9% |
| Trbls per 100 Access Lines | |
| Access Lines | 55,201 |
| Trouble Tickets | 495 |
| Trbls per 100 Access Lines | 0.9 |
| OOS Cleared within 48 Hours | |
| OOS Tickets | 399 |
| OOS Cleared within 48 Hrs | 387 |
| OOS Cleared > 48 Hrs | 12 |
| OOS in 48 Hrs Excludes | 93 |
| NOOS Cleared within 72 Hours | |
| NOOS Tickets | 96 |
| NOOS Cleared within 72 Hrs | 91 |
| NOOS Cleared > 72 Hrs | 5 |
| NOOS in 72 Hrs Excludes | 6 |
| Switching | obj met |
| Blockage | obj met |

| Exchange | CLLI |
|--------------|------|
| 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/
5 Day Miss = Total New and To/Ti

United

| Exchange | CLLI | Aug-11 | | Sep-11 | | Oct-11 | | Nov-11 | |
|--------------|------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|
| | | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days |
| 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 | | | | | | | | |

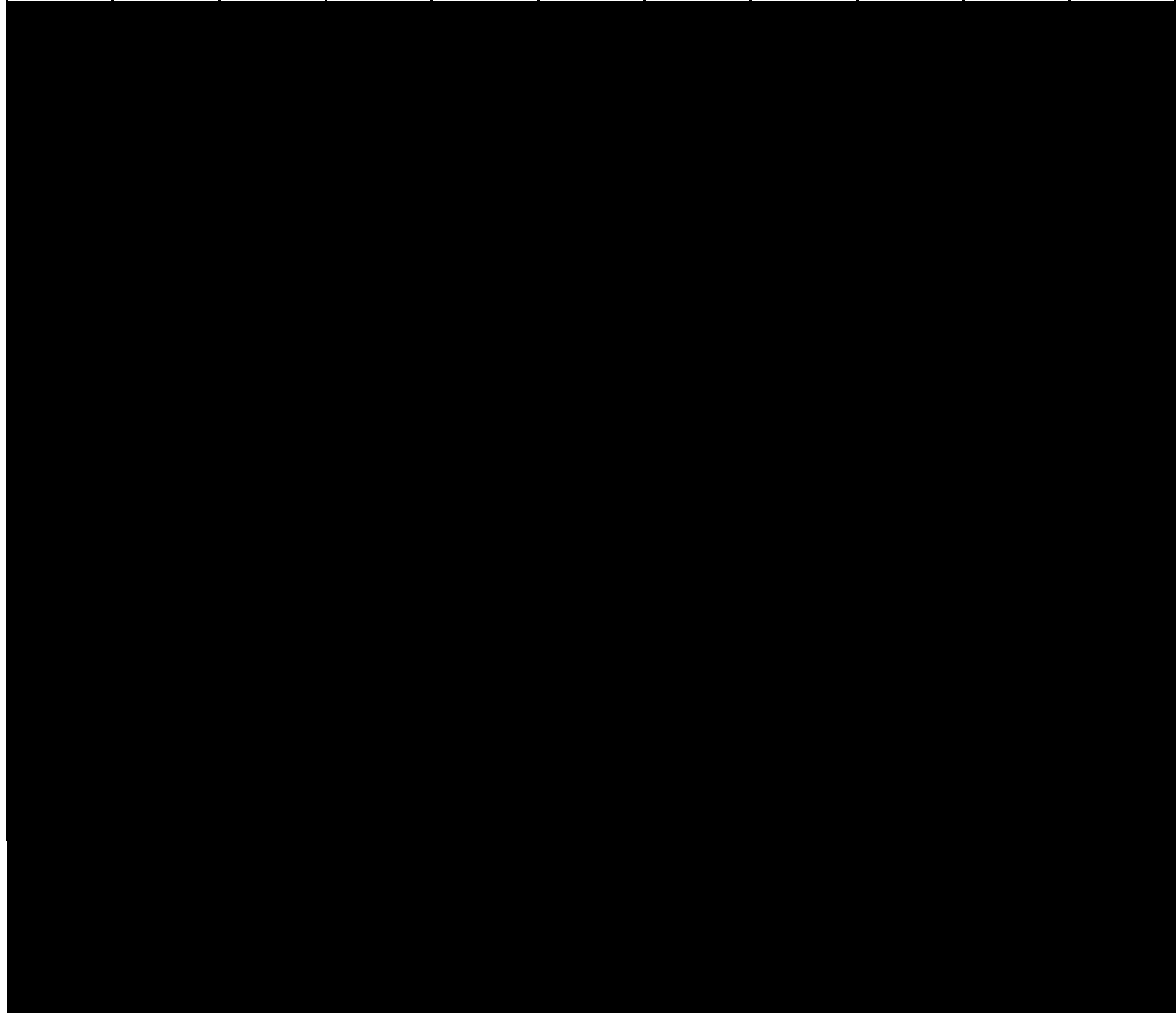
Monthly percentages completed within 90 days

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 servic

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
Telephone Company of the Northwest d/b/a CENTURYLINK
2012

| Dec-11 | | Jan-12 | | Feb-12 | | Mar-12 | | Apr-12 | | May |
|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|----------------|---------------------|
| 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 |



e orders not completed by customer requested due date

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| -12 | Jun-12 | | Jul-12 | |
|--------------------------|----------------------------|--------------------------|----------------------------|--------------------------|
| Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days |



| Exchange | CLLI | Aug-11 | | Sep-11 | | Oct-11 | | Nov-11 | |
|--------------|------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|
| | | Total Orders Cmpltd | Held > 180 Days | Total Orders Cmpltd | Held > 180 Days | Total Orders Cmpltd | Held > 180 Days | Total Orders Cmpltd | Held > 180 Days |
| 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 180 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 servic

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Mabton (MBTN) and Bickleton (BCTN) will become Mabton

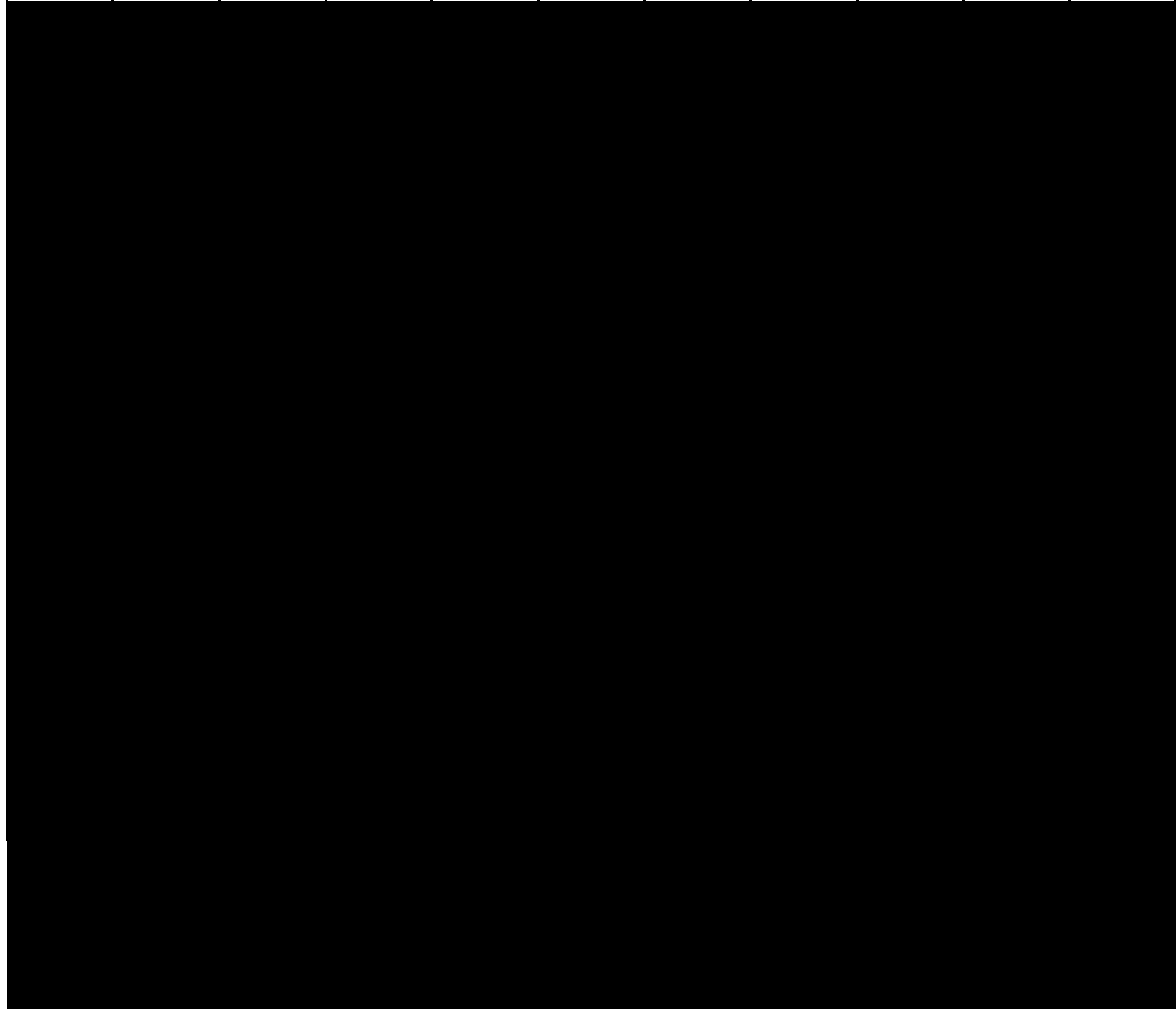
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)

Gardiner will become Port Angeles (PTAG)

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

WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
Telephone Company of the Northwest d/b/a CenturyLink
 2012

| Dec-11 | | Jan-12 | | Feb-12 | | Mar-12 | | Apr-12 | | May |
|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|-----------------|---------------------|
| 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 |



e orders not completed by customer requested due date

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| -12 | Jun-12 | | Jul-12 | |
|---------------------------|----------------------------|---------------------------|----------------------------|---------------------------|
| Held > 180 Days | Total Orders Cmpltd | Held > 180 Days | Total Orders Cmpltd | Held > 180 Days |



WASHINGTON QUALITY OF SERVICE REPORT
Trouble Reports Per 100 Access Lines
United Telephone Company of the Northwest d/b/a CenturyLink
2012

| Exchange | CLLI | 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 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 | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Total Reports = Total regulated initial and repeat trouble reports received
 Total Access Lines = Total access lines in service
 Trouble Per 100 A.L. = Trouble report per 100 access line ratio