

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

MEASUREMENTS	Aug-12
Install Commitments	
Commitments Made	442
Commitments Missed	10
Excludes	0
Repair Commitments	
Commitments Made	1,216
Commitments Missed	92
Excludes	50
Service Activation - 5 business day	
Total Orders Completed	442
Missed Installs	39
% Orders Completed	91.2%
Service Activation - >90 Days	
Total Orders Completed	1,240
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,609
Installs Held Over 180 Days	4
% of Orders Completed within 180 Days	99.8%
TrbIs per 100 Access Lines	
Access Lines	117,000
Trouble Tickets	1,100
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	772
OOS Cleared within 48 Hrs	763
OOS Cleared > 48 Hrs	9
OOS in 48 Hrs Excludes	149
NOOS Cleared within 72 Hours	
NOOS Tickets	328
NOOS Cleared within 72 Hrs	319
NOOS Cleared > 72 Hrs	9
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURYTEL DB/A CENTURYLINK
 Rolling 12 Months Sep 2011 - Aug 2012

Exchange	Sep-11		Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12	
	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs
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AMES LAKE																								
ARLETTA																								
ASHFORD																								
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YACOLT																								
Monthly percentages completed within five days																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURYTEL D/B/A CENTURYLINK
 Rolling 12 Months Sep 2011 - Aug 2012

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

Monthly percentages completed within 90 days

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURYTEL D/B/A CENTURYLINK
 Rolling 12 Months Sep 2011 - Aug 2012

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

Monthly percentages
 completed within 180
 days

WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURYTEL DRIA CENTURYLINK
Rolling 12 Months Sep 2011 - Aug 2012

Exchange	Sep-11			Oct-11			Nov-11			Dec-11			Jan-12			Feb-12			Mar-12			Apr-12			May-12			Jun-12			Jul-12		
	Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100			Tlbs per 100		
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AMES LAKE	[REDACTED]																																
ARLETTA	[REDACTED]																																
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MATHERS CORNER	[REDACTED]																																
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WILSON CREEK	[REDACTED]																																
WINTHROP	[REDACTED]																																
YACOLT	[REDACTED]																																

Aug 12		
Tribes per 100		
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