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%
Trbls per 100 Access Lines	
Access Lines	117,000
Trouble Tickets	1,100
Trbls 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 D/B/A CENTURYLINK Rolling 12 Months Sep 2011 - Aug 2012

Entire Company Compa		Sep-11		Oct	Oct-11		Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		-12
March Compare Month Co	Exchange	Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total	
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FOX SEAMOR SEAMO	FALL CITY																								
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GIG HAMBOR LIGHTON LIGHTON LIGHTON HAMPFULPS H	FRIDAY HARBOR																								
MARSHOUTON HARRINGTON HAUTERS	GIG HARBOR																								
HABRINGTON	GLENOMA																								
PALAMPHULIS WHITE FALLS WORSTON WORSTO																									
HAMTERS HAMTER	HUMPTULIPS																								
KETTLE FALLS KONGSTON	HUNTERS																								
KINASTON ALAE CUIVALUT ALAE CU	KAHLOTUS																								
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STARBUCK THETON TWISP VALEY VALEY VALEY VASHON WASHON WASHITUCHA WILBUR WILSON CREEK WINTHROP YACOLT Monthly percentages completed within	SPANGLE																								
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WILBUR WILSON CREEK WINTHROP YACCUT Monthly percentages completed within																									
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five days	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

Jan-12
Total Held Feb-12
Total Held
Orders >90 Mar-12 Total Held Orders >90 Jun-12 Total Held Orders >90 Oct-1 Total Orders Nov-11 Total H Orders > Dec-11 Total H Orders Apr-12
Total Held
Orders >90 May-1 Total Orders Jul-12 Total H Orders Aug-12
Total Held
Orders >90 12 Held >90 Held >90 Held >90 Held >90 Held >90 Held >90 Orders Orders AMESTAKE ASHFORD BASIN CITY BEAVER BLAKELY ISLAND CARNATION CATHLAMET CHENEY CHEWELAH CHINOOK CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELMA ELTOPIA EUREKA EWU FALL CITY FORKS FOX ISLAND RIDAY HARBOR GIG HARBOR GLENOMA HANSVILLE HARRINGTON HUMPTULIPS HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA MINERAL MONTESANO MORTON NEAH BAY NESPELEM NORTH BEND NORTH VASHON OCEAN PARK OCOSTA ODESSA ORTING PACIFIC BEACH PACKWOOD PE ELL PUGET SOUND RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SOUTH BEND SOUTH PRAIRIE SPANGLE SPRAGUE STARBUCK TIETON TWISP VADER /ALLEY VASHON VASHTUCNA WILBUR WILSON CREFK WINTHROP YACOLT

Monthly percentages completed within 90

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

Jan-12 Total He Feb-12 Total He Jun-12 Total H Nov-11 Total H Jul-12 Total H Exchange Orders >180 Cmpltd Days Orders >180 Cmpltd Days Orders >180 Cmpltd Days Orders >180 Orders Orders >180 Cmpltd Days >180 >180 Orders >180 Orders >180 Orders >180 Orders Orders AMES LAKE ARLETTA ASHFORD BASIN CITY BEAVER BLAKELY ISLAND CARNATION CATHLAMET CHENEY CHEWELAH CHINOOK CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELMA ELTOPIA EUREKA EWU FALL CITY FORKS FOX ISLAND FRIDAY HARBOR GIG HARBOR GLENOMA HANSVILLE HARRINGTON HUMPTULIPS HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA MINERAL MONTESANO MORTON NEAH BAY NESPELEM NORTH BEND NORTH VASHON OCEAN PARK OCOSTA ODESSA ORTING PACIFIC BEACH PACKWOOD PE ELL PUGET SOUND RANDLE RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SOUTH BEND SOUTH PRAIRIE SPANGLE SPRAGUE STARBUCK TIETON TWISP VADER VALLEY /ASHON WASHTUCNA WILBUR WILSON CREEK WINTHROP YACOLT Monthly percentages completed within 180

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