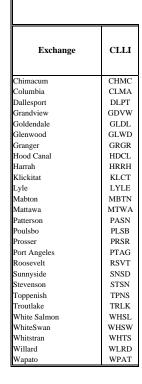
WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2012

MEASUREMENTS	Aug-12
Install Commitments	
Commitments Made	207
Commitments Missed	202
Excludes	0
Repair Commitments	
Commitments Made	497
Commitments Missed	62
Excludes	0
Service Activation	
Total Orders Completed	207
Missed Installs	23
% Orders Completed	88.9%
Service Activation - >90 Days	
Total Orders Completed	575
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.5%
Service Activation - >180 Days	
Total Orders Completed	1,360
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	54,805
Trouble Tickets	455
Trbls per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	352
OOS Cleared within 48 Hrs	348
OOS Cleared > 48 Hrs	4
OOS in 48 Hrs Excludes	45
NOOS Cleared within 72 Hours	
NOOS Tickets	103
NOOS Cleared within 72 Hrs	101
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	1
Switching	obj met
Blockage	obj met



Monthly percentages completed within five days

Orders Taken = Total New and To/ 5 Day Miss = Total New and To/Ti

SI <u>United T</u>

		Sep)-11	Oc	t-11	Nov	v-11	Dec	c-11
Exchange	CLLI	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									
Monthly percentages									
completed within									
90 days									
ou uayo									

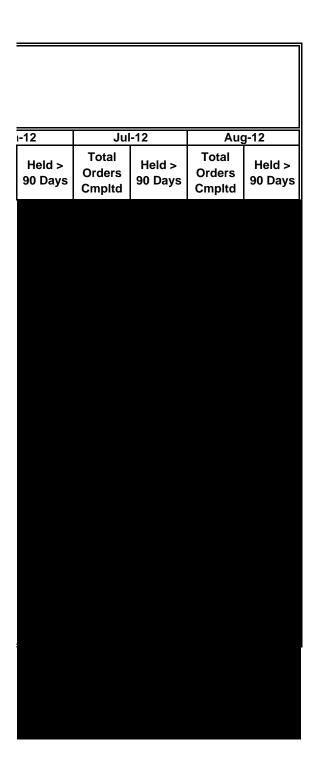
Orders Taken = Total New and To/Transfer service orders completed

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 ERVICE ACTIVATION - HELD ORDERS - 90 DAYS elephone Company of the Northwest d/b/a CenturyLink 2012

Jar	1-12	Feb)-12	Ма	r-12	Ар	r-12	Ma	May-12			
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd										



SE <u>United T</u>

		Sep)-11	Ос	t-11	No	v-11	Dec	c-11
Exchange	CLLI	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									

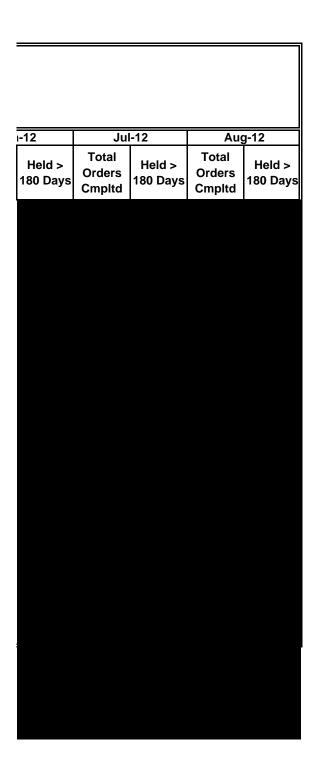
Orders Taken = Total New and To/Transfer service orders completed 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service

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 :RVICE ACTIVATION - HELD ORDERS - 180 DAYS elephone Company of the Northwest d/b/a CenturyLink 2012

Jai	n-12	Feb	o-12	Ma	r-12	Ар	r-12	Ma	y-12	Jun	
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Total Orders Cmpltd								

e orders not completed by customer requested due date



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

Exchange CL Chimacum CH		Total Rpts	Sep-17 Total Lines	Trbl	Total	Oct-11 Total			Nov-1			Dec-11			Jan-12		Feb-12		Mar-12		Apr-12		May-12			Jun-12			Jul-12				Aug-12				
		Rpts	Lines				Trbl	Total	Total	Trbl	Total	Total		Total			Total	Total	Trbl	Total	Total	Trbl	Total		Trbl	Total	Total	Trbl	Total	Total	Trbl	Total		Trbl	Total	Total	Trbl
Chimacum CH	HMC			/100	Rpts	Lines	/100		Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
						l I																															
	LMA																																				
	LPT																																				
	DVW																																				
	LDL																																				
	LWD																																				
	RGR DCL																																				
	RRH																																				
	LCT																																				
	YLE																																				
	BTN																																				
	TWA																																				
	ASN																																				
	LSB																																				
	RSR																																				
Port Angeles PT	TAG																																				
	SVT																																				
	NSD																																				
	TSN																																				
	PNS																																				
	RLK																																				
	HSL (LICIA)																																				
	HSW HTS																																				
	LRD																																				
	PAT																																				

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