

**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%
TrbIs per 100 Access Lines	
Access Lines	54,805
Trouble Tickets	455
TrbIs 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

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

Exchange	CLLI	Sep-11		Oct-11		Nov-11		Dec-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								
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Mabton	MBTN								
Mattawa	MTWA								
Patterson	PASN								
Poulsbo	PLSB								
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Troutlake	TRLK								
White Salmon	WHSL								
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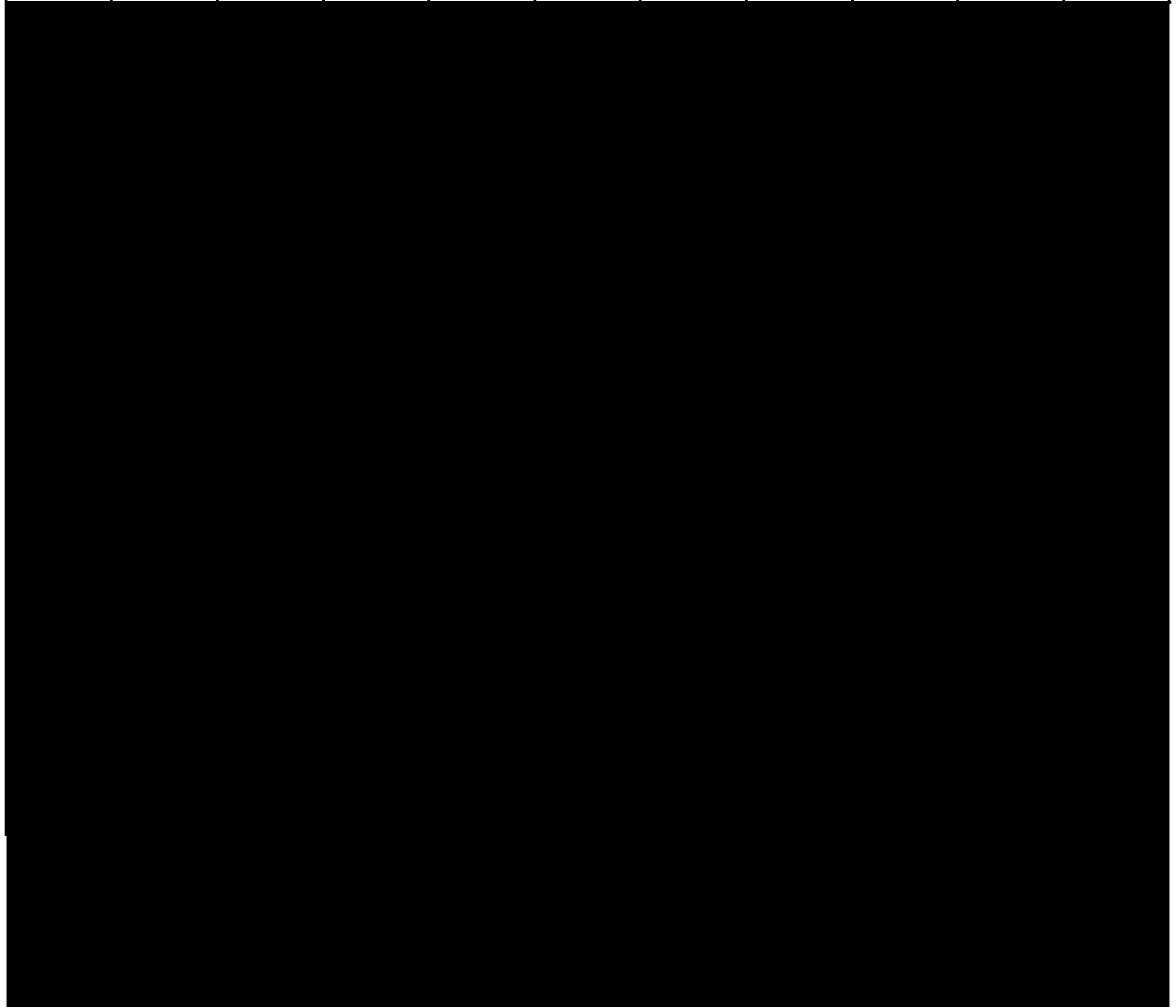
Monthly percentages completed within 90 days

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

Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun
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

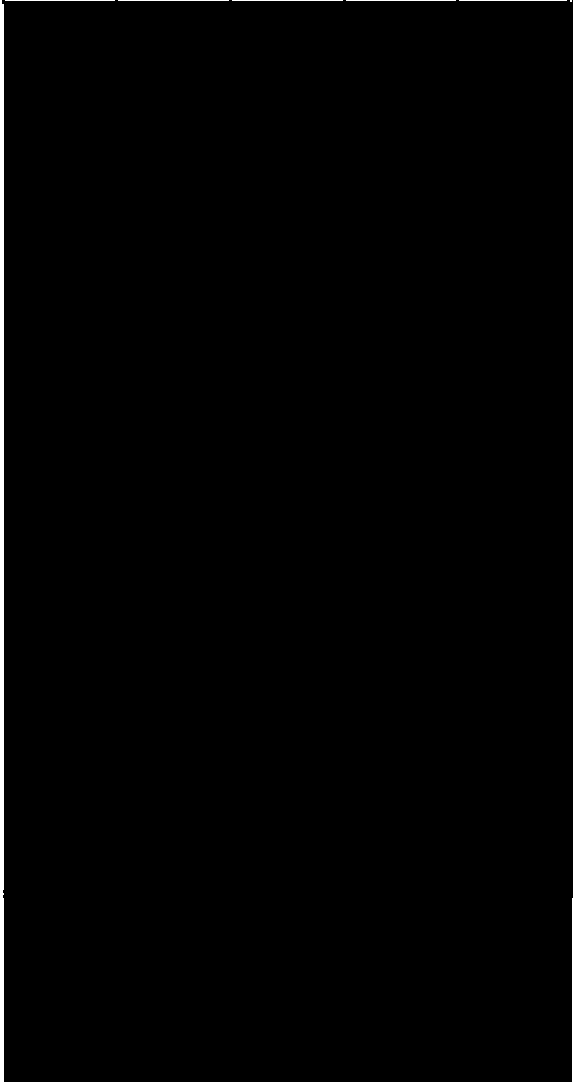


e orders not completed by customer requested due date

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-12	Jul-12		Aug-12	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Sep-11		Oct-11		Nov-11		Dec-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								
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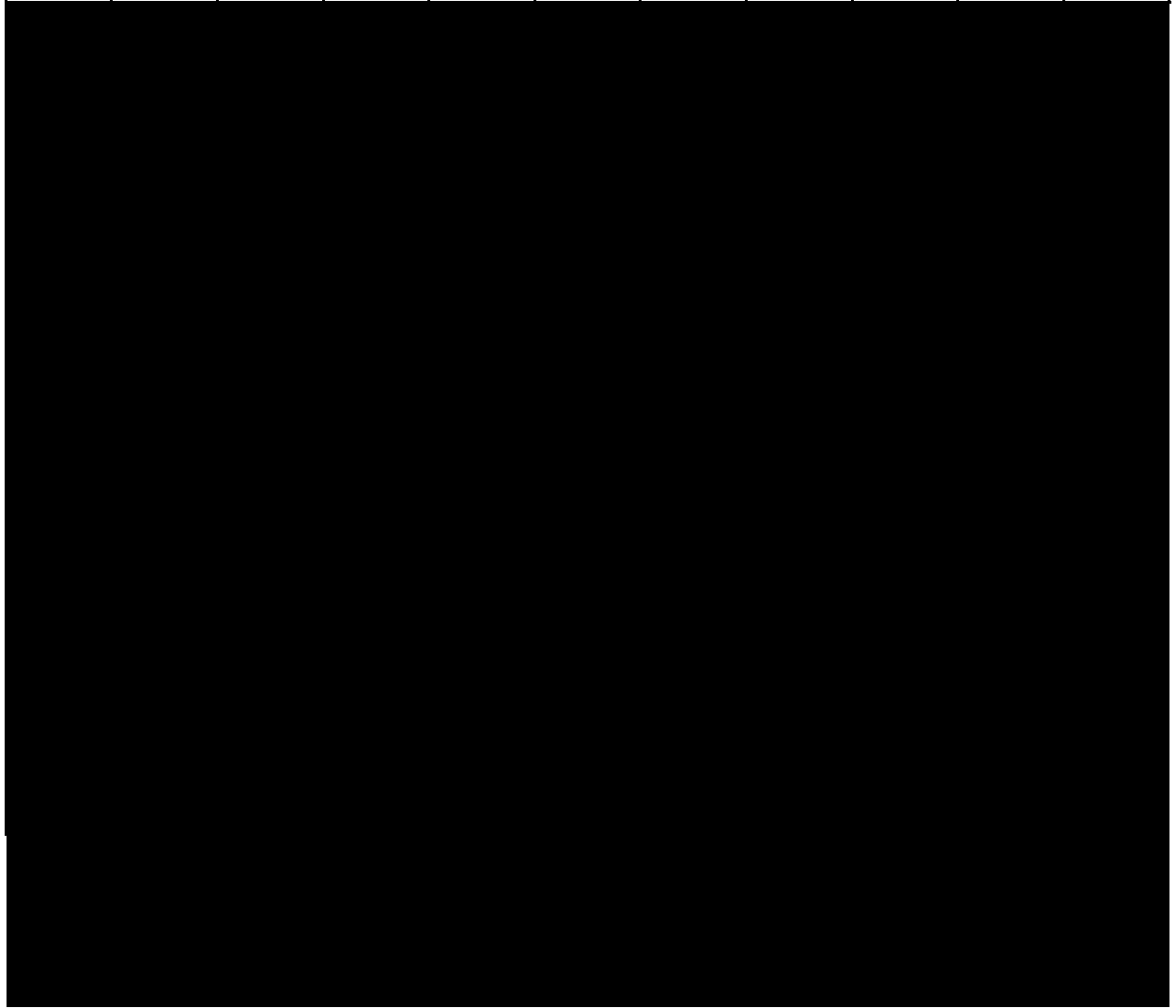
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