WASHINGTON QUALITY OF SERVICE REPORT SUMMARY **CENTURY TEL d/b/a CENTURYLINK** 2012 **MEASUREMENTS** Oct-12 **Install Commitments** Commitments Made 1,533 Commitments Missed 50 Excludes 0 Repair Commitments Commitments Made 1,345 Commitments Missed 126 **Excludes** 50 Service Activation - 5 business day 90% **Total Orders Completed** 1,533 Missed Installs 138 % Orders Completed 91.0% Service Activation - >90 Days 99% **Total Orders Completed** 2,344 Installs Held Over 90 Days 3 % of Orders Completed within 90 Days 99.9% Service Activation - >180 Days 100% **Total Orders Completed** 3,608 Installs Held Over 180 Days 3 % of Orders Completed within 180 Days 99.9% Trbls per 100 Access Lines 4 Access Lines 116,704 **Trouble Tickets** 1,207 Trbls per 100 Access Lines 1.0 OOS Cleared within 48 Hours OOS Tickets 869 OOS Cleared within 48 Hrs 853 OOS Cleared > 48 Hrs 16 OOS in 48 Hrs Excludes 162 **NOOS Cleared within 72 Hours** 338 **NOOS Tickets** NOOS Cleared within 72 Hrs 331 NOOS Cleared > 72 Hrs 7 NOOS in 72 Hrs Excludes 0

Switching

Blockage

obj met

obj met

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months Nov 2011 - Oct 2012 Jan-12 Total Orders Cmpltd Missed Installs Apr-12 Total Orders Cmpltd Missed Installs Jul-12 Total Orders Cmpltd Missed Installs Aug-12 Total Orders Cmpltd Missed Installs Jun-12 Total Orders Cmpltd Missed Installs Feb-12 Mar-12 May-12 Nov-11 Dec-11 Sep-12 Oct-12 Total Orders Cmpltd Missed Installs Exchange ALMIS LAWE AMES LAWE CONNIELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT ELIMO COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELIMO ELIMO ELIMO ELIMO ELIMO FALL CITY FORKS FOX ISLAND FRIDAY HARBOR GIG HARBOR GIG HARBOR GIG HARBOR GIG HARBOR GIG HARBOR LOWE AMES LAWE AMES HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAWE COUNAULT LAWEBAY LIND LONG MESAN MORTON NESHELM MONTESANO MORTON MESHELM MORTON MORTON MORTON MESHELM MORTON MORT

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL D/B/A CENTURYLINK

Rolling 12 Months Nov 2011 - Oct 2012 Mar-12 Total Held Orders >90 Feb-12
Total Held
Orders >90 Apr-12 Total Held Orders >90 May-12
Total Held
Orders >90
Cmpltd Days Aug-12
Total Held
Orders >90 Oct-12 Total Orders Dec-1 Total Orders Jan-12 Total H Orders > Jun-12 Total Held Orders >90 Jul-1 Total Orders Sep-12 Total Orders Held >90 Held >90 Held >90 Held >90 Held >90 Held >90 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 VALLEY VASHON VASHTUCNA WILBUR WILSON CREFK WINTHROP YACOLT

REDACTED

Monthly percentages completed within 90

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months Nov 2011 - Oct 2012

									rtoning i				. 2012											
	Nov-		Dec		Jan-		Feb-		Mar-		Apr-		May		Jun- Total		Jul- Total		Aug		Sep-		Oct	
Exchange	Total Orders		Orders		Total Orders				Total Orders		Total Orders		Total Orders		Total Orders									
ALMIRA	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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																								
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RANDLE																								
RAYMOND-LABAM REARDEN																								
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SNOQUALMIE PASS																								
SOUTH BEND																								
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SPRAGUE																								
STARBUCK																								
TIETON TWISP																								
VADER																								
VALLEY																								
VASHON WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP YACOLT																								
Monthly porcentages																								
Monthly percentages completed within 180																								
days																								

WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL D/B/A CENTURYLINK Rolling 12 Months Nov 2011 - Oct 2012

	KONING 12 MONTHS NOW 2011 - OCK 2012												
Exchange	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12		
-	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbis per 100 AL Tkts Result		
ALMIRA													
AMES LAKE ARLETTA													
ASHFORD													
BASIN CITY													
BEAVER BLAKELY ISLAND													
CARNATION													
CATHLAMET													
CHENEY CHEWELAH													
CHINOOK													
CLALLAM BAY CLEARWATER													
CONNELL													
COULEE CITY													
COWICHE CRESTON													
CURTIS													
DAVENPORT													
EAST SOUND 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													
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LONG BEACH													
LOPEZ MATHEWS CORNER													
MCCLEARY													
MEDICAL LAKE													
MESA MINERAL													
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MORTON													
NEAH BAY NESPELEM													
NORTHBEND													
OCEAN PARK													
OCOSTA ODESSA													
ORTING													
PACIFIC BEACH PACKWOOD													
PE ELL													
PUGET SOUND													
RANDLE RAYMOND-LABAM													
REARDEN													
RIMROCK RITZVILLE													
ROYAL CITY													
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SPRAGUE STARBUCK													
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