

**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%
TrbIs per 100 Access Lines 4	
Access Lines	116,704
Trouble Tickets	1,207
TrbIs 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	
NOOS Tickets	338
NOOS Cleared within 72 Hrs	331
NOOS Cleared > 72 Hrs	7
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	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

Exchange	Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12	
	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs	Total Orders Cmp/d	Missed Installs
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
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CHENEY																								
CHEWELAH																								
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CONNELL																								
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WILSON CREEK																								
WINTHROP																								
YACOLT																								
Monthly percentages completed within five days																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Nov 2011 - Oct 2012

Exchange	Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-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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Monthly percentages completed within 90 days

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

Exchange	Nov-11		Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-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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Monthly percentages
 completed within 180
 days

Qtr 12		
Tribes per 100		
AL	Txns	Result

