

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

MEASUREMENTS	Oct-12
Install Commitments	
Commitments Made	448
Commitments Missed	15
Excludes	0
Repair Commitments	
Commitments Made	551
Commitments Missed	79
Excludes	7
Service Activation	
Total Orders Completed	447
Missed Installs	51
% Orders Completed	88.6%
Service Activation - >90 Days	
Total Orders Completed	871
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	1,453
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines	
Access Lines	54,325
Trouble Tickets	472
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	356
OOS Cleared within 48 Hrs	348
OOS Cleared > 48 Hrs	8
OOS in 48 Hrs Excludes	70
NOOS Cleared within 72 Hours	
NOOS Tickets	122
NOOS Cleared within 72 Hrs	119
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	9
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	Nov-11		Dec-11		Jan-12		Feb-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
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								

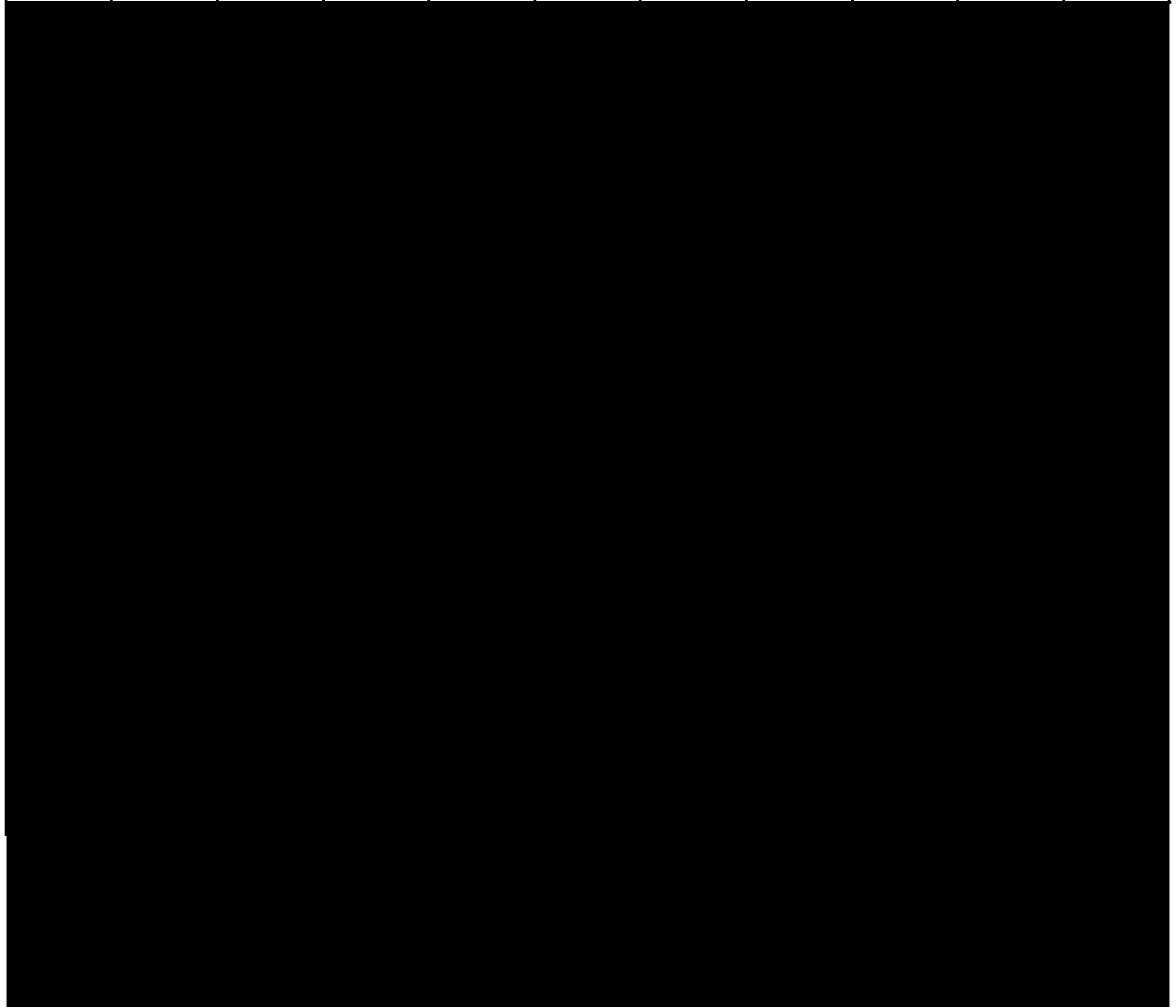
Monthly percentages completed within 90 days

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
SERVICE ACTIVATION - HELD ORDERS - 90 DAYS
Telephone Company of the Northwest d/b/a CENTURYLINK
2012

Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-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

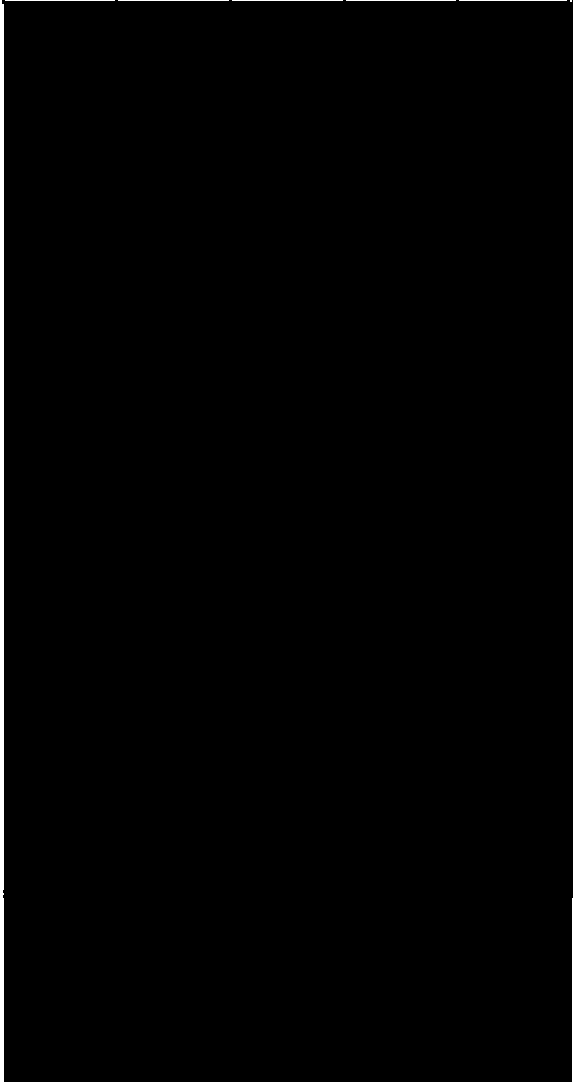


e orders not completed by customer requested due date

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J-12	Sep-12		Oct-12	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Nov-11		Dec-11		Jan-12		Feb-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
Chimacum	CHMC	3	0	3	0	2	0		
Columbia	CLMA	0	0	0	0	0	0		
Dallesport	DLPT	3	0	2	0	2	0		
Grandview	GDVW	14	0	10	0	12	0		
Goldendale	GLDL	11	0	14	0	17	0		
Glenwood	GLWD	1	0	1	0	0	0		
Granger	GRGR	2	0	5	0	5	0		
Hood Canal	HDCL	7	0	2	0	5	0		
Harrah	HRRH	0	0	0	0	0	0		
Klickitat	KLCT	1	0	2	0	2	0		
Lyle	LYLE	1	0	1	0	5	0		
Mabton	MBTN	2	0	2	0	3	0		
Mattawa	MTWA	16	0	17	0	7	0		
Patterson	PASN	0	0	0	0	2	0		
Poulsbo	PLSB	27	0	18	0	19	0		
Prosser	PRSR	8	0	12	0	9	0		
Port Angeles	PTAG	0	0	0	0	1	0		
Roosevelt	RSVT	1	0	0	0	0	0		
Sunnyside	SNSD	37	0	36	0	32	0		
Stevenson	STSN	12	0	12	0	13	0		
Toppenish	TPNS	19	0	20	0	17	0		
Troutlake	TRLK	1	0	1	0	2	0		
White Salmon	WHSL	11	0	8	0	3	0		
WhiteSwan	WHSW	1	0	2	0	1	0		
Whitstran	WHTS	0	0	0	0	0	0		
Willard	WLRD	0	0	1	0	1	0		
Wapato	WPAT	17	0	12	0	16	0		

Monthly percentages completed within 180 days

99.9% 100.0% 100.0%

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

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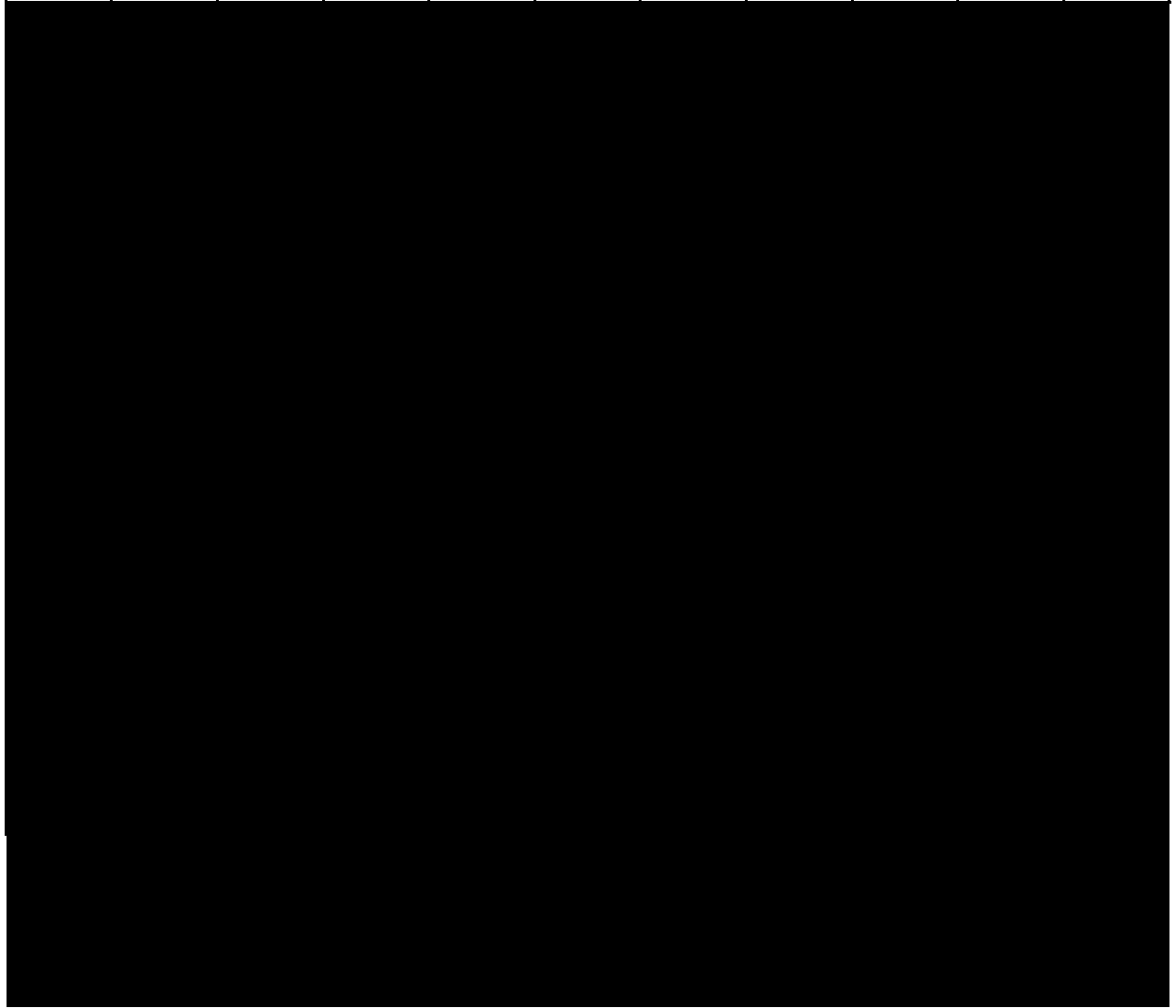
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WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
Telephone Company of the Northwest d/b/a CENTURYLINK
2012

Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-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



e orders not completed by customer requested due date

j-12	Sep-12		Oct-12	
Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days

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

Exchange	CLLI	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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
Chimacum	CHMC	83	804	10.32	4	804	0.50	8	807	0.99	8	809	0.99	7	813	0.86	6																				
Columbia	CLMA	0	169	0.00	0	169	0.00	0	166	0.00	0	166	0.00	0	164	0.00	0																				
Dallesport	DLPT	4	402	1.00	1	402	0.25	5	397	1.26	2	393	0.51	0	390	0.00	4																				
Grandview	GDVW	16	3099	0.52	25	3099	0.81	23	3062	0.75	22	3031	0.73	36	3036	1.19	35																				
Goldendale	GLDL	19	2942	0.65	24	2942	0.82	64	2932	2.18	24	2928	0.82	29	2920	0.99	23																				
Glenwood	GLWD	6	289	2.08	4	289	1.38	9	290	3.10	1	289	0.35	3	284	1.06	1																				
Granger	GRGR	9	918	0.98	17	918	1.85	10	912	1.10	7	913	0.77	6	912	0.66	10																				
Hood Canal	HDCL	21	1810	1.16	20	1810	1.10	30	1787	1.68	21	1785	1.18	18	1779	1.01	21																				
Harrah	HRRH	0	712	0.00	0	712	0.00	0	701	0.00	0	705	0.00	0	711	0.00	0																				
Klickitat	KLCT	8	252	3.17	6	252	2.38	3	256	1.17	0	256	0.00	0	255	0.00	1																				
Lyle	LYLE	1	647	0.15	2	647	0.31	27	625	4.32	2	626	0.32	5	623	0.80	4																				
Mabton	MBTN	3	850	0.35	7	850	0.82	11	834	1.32	8	826	0.97	8	808	0.99	10																				
Mattawa	MTWA	14	1705	0.82	13	1705	0.76	19	1694	1.12	32	1679	1.91	21	1665	1.26	23																				
Patterson	PASN	0	200	0.00	0	200	0.00	1	199	0.50	0	200	0.00	3	200	1.50	0																				
Poulsbo	PLSB	90	17936	0.50	88	17936	0.49	93	17740	0.52	55	17652	0.31	62	17584	0.35	53																				
Prosser	PRSR	13	3042	0.43	20	3042	0.66	30	3015	1.00	18	2976	0.60	17	2939	0.58	14																				
Port Angeles	PTAG	2	243	0.82	2	243	0.82	1	240	0.42	2	239	0.84	1	237	0.42	0																				
Roosevelt	RSVT	0	122	0.00	0	122	0.00	3	123	2.44	0	123	0.00	0	124	0.00	1																				
Sunnyside	SNSD	46	5963	0.77	65	5963	1.09	60	5947	1.01	61	5929	1.03	53	5883	0.90	46																				
Stevenson	STSN	57	3234	1.76	39	3234	1.21	47	3219	1.46	32	3218	0.99	26	3210	0.81	21																				
Toppenish	TPNS	40	4643	0.86	39	4643	0.84	55	4627	1.19	29	4578	0.63	29	4567	0.63	24																				
Troutlake	TRLK	2	551	0.36	3	551	0.54	13	549	2.37	9	546	1.65	4	538	0.74	4																				
White Salmon	WHSL	24	2995	0.80	21	2995	0.70	69	2966	2.33	32	2949	1.09	26	2939	0.88	26																				
WhiteSwan	WHSW	5	534	0.94	2	534	0.37	6	536	1.12	4	532	0.75	3	526	0.57	3																				
Whitstran	WHTS	1	430	0.23	6	430	1.40	5	420	1.19	8	415	1.93	3	418	0.72	6																				
Willard	WLRD	3	207	1.45	2	207	0.97	2	206	0.97	3	206	1.46	2	204	0.98	2																				
Wapato	WPAT	34	2468	1.38	59	2468	2.39	29	2473	1.17	19	2480	0.77	33	2462	1.34	34																				

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