Company T141 - CenturyTel of Washington

Grand Total of Service Guarantee Credits

		itcs/	
		Bus	
In	nstallation Credits - Residence		
	Number of Scheduled Appointments	Res	
	Number of Scheduled Appointments missed due to Company reasons	Res	
	Number of Scheduled Commitments	Res	ı
	Number of Scheduled Commitments missed due to Company reasons	Res	
	Total amount of installation credits - Residence	Res	ı
			ı
In	nstallation Credits - Business		
	Number of Scheduled Appointments	Bus	
	Number of Scheduled Appointments missed due to Company reasons	Bus	ı
	Number of Scheduled Commitments	Bus	
	Number of Scheduled Commitments missed due to Company reasons	Bus	ı
	Total amount of installation credits - Business	Bus	ı
	Total amount of motaliation of calls Sasiness	243	
0	ut-of-Service Repair Credits - Residence		
	Number of Scheduled Appointments	Res	
	Number of Scheduled Appointments missed due to Company reasons	Res	
	Number of Scheduled Commitments	Res	
	Number of Scheduled Commitments missed due to Company reasons	Res	
	Total amount of Missed Commitment Credits	Res	
	Number of Out-of-Service Not Cleared in 24-48 Hours	Res	
	Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res	ı
	Number of Out-of-Service Not Cleared in 48 Hours	Res	ı
	Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res	ı
	Number of Out-of-Service Not Cleared in 7 Days	Res	ı
	Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res	ı
0	ut-of-Service Repair Credits - Business		
	Number of Scheduled Appointments	Bus	ı
	Number of Scheduled Appointments missed due to Company reasons	Bus	ı
	Number of Scheduled Commitments	Bus	ı
	Number of Scheduled Commitments missed due to Company reasons	Bus	ı
	Total amount of Missed Commitment Credits	Bus	ı
	Number of Out-of-Service Not Cleared in 24-48 Hours	Bus	ı
	Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus	ı
	Number of Out-of-Service Not Cleared in 48 Hours	Bus	ı
	Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus	
	Number of Out-of-Service Not Cleared in 7 Days	Bus	
	Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus	I
			ì

REDCTED
CONFIDENTIAL PER WAC 480-07-160

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Oct

Nov

Dec

YTD

Res/

Company T142 - CenturyTel of Inter-Island

CENTURYLINK WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company 1142 - Century fer of inter-island								
	Res/							
	Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Installation Credits - Residence	_							
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out of Comics Description Description								
Out-of-Service Repair Credits - Residence	D							
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								

Company T143 - CenturyTel of Cowiche

CENTURYLINK WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company 1143 - Century I el of Cowiche								
	Res/							
	Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Installation Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments	Res							
Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of installation credits - Residence	Res							
Installation Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence								
Number of Scheduled Appointments	Res							
Number of Scheduled Appointments Number of Scheduled Appointments missed due to Company reasons	Res							
Number of Scheduled Commitments missed due to Company reasons Number of Scheduled Commitments	Res							
Number of Scheduled Commitments Number of Scheduled Commitments missed due to Company reasons	Res							
Total amount of Missed Commitment Credits	Res							
Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
Number of Out-of-Service Not Cleared in 48 Hours	Res							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
Number of Out-of-Service Not Cleared in 7 Days	Res							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business								
Number of Scheduled Appointments	Bus							
Number of Scheduled Appointments missed due to Company reasons	Bus							
Number of Scheduled Commitments	Bus							
Number of Scheduled Commitments missed due to Company reasons	Bus							
Total amount of Missed Commitment Credits	Bus							
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus							
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus							
Number of Out-of-Service Not Cleared in 48 Hours	Bus							
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
Number of Out-of-Service Not Cleared in 7 Days	Bus							
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
Grand Total of Service Guarantee Credits								
	_							

CENTURYLINK WASHINGTON CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Res/ Bus Jul Oct Dec YTD Aug Sep Nov Installation Credits - Residence **Number of Scheduled Appointments** Res Number of Scheduled Appointments missed due to Company reasons Res Number of Scheduled Commitments Res Number of Scheduled Commitments missed due to Company reasons Res Total amount of installation credits - Residence Res Installation Credits - Business **Number of Scheduled Appointments** Bus Number of Scheduled Appointments missed due to Company reasons Bus **Number of Scheduled Commitments** Bus Bus Number of Scheduled Commitments missed due to Company reasons Total amount of installation credits - Business Bus Out-of-Service Repair Credits - Residence **Number of Scheduled Appointments** Res Number of Scheduled Appointments missed due to Company reasons Res Number of Scheduled Commitments Res Number of Scheduled Commitments missed due to Company reasons Res **Total amount of Missed Commitment Credits** Res Number of Out-of-Service Not Cleared in 24-48 Hours Res Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours Res Number of Out-of-Service Not Cleared in 48 Hours Res Total amount of credits for Out-of-Service Not Cleared in 48 Hours Res Number of Out-of-Service Not Cleared in 7 Days Res Total amount of credits for Out-of-Service Not Cleared in 7 Days Res Out-of-Service Repair Credits - Business Number of Scheduled Appointments Bus Number of Scheduled Appointments missed due to Company reasons Bus **Number of Scheduled Commitments** Bus Number of Scheduled Commitments missed due to Company reasons Bus **Total amount of Missed Commitment Credits** Bus Number of Out-of-Service Not Cleared in 24-48 Hours Bus Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours Bus Number of Out-of-Service Not Cleared in 48 Hours Bus Total amount of credits for Out-of-Service Not Cleared in 48 Hours Bus Bus Number of Out-of-Service Not Cleared in 7 Days Total amount of credits for Out-of-Service Not Cleared in 7 Days Bus

Company T876 - United Telephone Company of the Northwest

Grand Total of Service Guarantee Credits