

**CENTURYLINK WASHINGTON  
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T141 - CenturyTel of Washington

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Installation Credits - Residence</b>								
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							
<b>Installation Credits - Business</b>								
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							
<b>Out-of-Service Repair Credits - Residence</b>								
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							
<b>Out-of-Service Repair Credits - Business</b>								
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							
<b>Grand Total of Service Guarantee Credits</b>								

CENTURYLINK WASHINGTON  
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T142 - CenturyTel of Inter-Island

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Installation Credits - Residence</b>								
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							
<b>Installation Credits - Business</b>								
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							
<b>Out-of-Service Repair Credits - Residence</b>								
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							
<b>Out-of-Service Repair Credits - Business</b>								
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							
<b>Grand Total of Service Guarantee Credits</b>								

CENTURYLINK WASHINGTON  
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T143 - CenturyTel of Cowiche

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Installation Credits - Residence</b>								
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							
<b>Installation Credits - Business</b>								
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							
<b>Out-of-Service Repair Credits - Residence</b>								
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							
<b>Out-of-Service Repair Credits - Business</b>								
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							
<b>Grand Total of Service Guarantee Credits</b>								

CENTURYLINK WASHINGTON  
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T876 - United Telephone Company of the Northwest

	Res/ Bus	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Installation Credits - Residence</b>								
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							
<b>Installation Credits - Business</b>								
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							
<b>Out-of-Service Repair Credits - Residence</b>								
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							
<b>Out-of-Service Repair Credits - Business</b>								
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							
<b>Grand Total of Service Guarantee Credits</b>								