

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T141 - CenturyTel of Washington

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	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 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														

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T142 - CenturyTel of Inter-Island

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	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 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														

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T143 - CenturyTel of Cowiche

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	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 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														

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T876 - United Telephone Company of the Northwest

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	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 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														