

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
2012**

MEASUREMENTS	Nov-12
Install Commitments	
Commitments Made	1,256
Commitments Missed	36
Excludes	0
Repair Commitments	
Commitments Made	1,485
Commitments Missed	199
Excludes	35
Service Activation - 5 business day 90%	
Total Orders Completed	1,256
Missed Installs	200
% Orders Completed	84.1%
Service Activation - >90 Days 99%	
Total Orders Completed	3,158
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	4,398
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	116,050
Trouble Tickets	1,297
TrbIs per 100 Access Lines	1.1
OOS Cleared within 48 Hours	
OOS Tickets	850
OOS Cleared within 48 Hrs	845
OOS Cleared > 48 Hrs	5
OOS in 48 Hrs Excludes	196
NOOS Cleared within 72 Hours	
NOOS Tickets	447
NOOS Cleared within 72 Hrs	416
NOOS Cleared > 72 Hrs	31
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
 Rolling 12 Months Nov 2011 - Oct 2012

Exchange	Dec-11		Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12	
	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpitd	Missed Installs
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ARLETTA																								
ASHFORD																								
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WINTHROP																								
YACOLT																								
Monthly percentages completed within five days																								

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

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	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
 Rolling 12 Months Nov 2011 - Oct 2012

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	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days
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Monthly percentages
 completed within 180
 days

Nov-12		
Tribes per 100		
AL	Tks	Result
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