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%	4.050									
Total Orders Completed	1,256									
Missed Installs	200 84.1%									
% Orders Completed	04.1%									
Service Activation - >90 Days 99%	2 150									
Total Orders Completed	3,158 3									
Installs Held Over 90 Days % of Orders Completed within 90 Days	99.9%									
Service Activation - >180 Days 100%	99.970									
Total Orders Completed	4,398									
Installs Held Over 180 Days	4,390									
% of Orders Completed within 180 Days	99.9%									
Trbls per 100 Access Lines 4	00.070									
Access Lines	116,050									
Trouble Tickets	1,297									
Trbls 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									

Unit         Sample         Sample <th colspan="14"> WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURY TEL</th>	 WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS CENTURY TEL														
Ending         Tang         Name         <	 Rolling 12 Months Nov 2011 - Oct 2012														
Drivery Market	ov-12														
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ARE YET AND															
Jacons of monomena in the second seco															
ELARES, TOLANO           ELARES, TOLANO, TOLA															
CANALONE CATUALONE CHILANDE CH															
CHENEY           CHENEY           CHALLANARY           CLALANARY           CLAL															
C.L.L.Marter C.L.L.Marter C.C.L.E. drv COULEE (Drv COWCEE CONCEE C.C.L.E. drv CONCEE C.C.L.E. drv CONCEE C.C.L.E. drv C.C.L.E. drv F.C.L.C.T.C. F.C.L.C.T.C. F.C.L.C.T.C. F.C.L.C.T.C. F.C.L.C.T.C. F.C.L.C.T.C. F.C.L.C.T.C.T.C.T.C.T.C.T.C.T.C.T.C.T.C.T															
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ELMA ELTOPA ELTOPA FUENTS FUENTS FORS FORS FORS FORS FORS FORS FORS FOR															
ELTOPIA ELTOPIA ENDET ENDET FOX IELENATO FOX IELENATO FOX IELENATO HARROR GIG HARDOR GIG HARDOR GIG HARDOR HANDROR GIG HARDOR HANDROR															
Evu         Fund           FALL         FUND           FUND         FUND           FUND <td></td>															
ironKS FronKJ Hadrock FronKJ Hadrock FronKJ Hadrock FronKJ Hadrock FronKJ Hadrock Kather E Auls Kather E															
FOX BLAND         FOX BLAND         FIGUA HARDR															
Gic HARBOR Gic MARBOR GIC MARBOR HARRNOTON HARRNOTON HARRNOTON KINTERS HARRNOTON KETTLE FALLS KINSTON LAKE QUINAULT LAKE QUINAULT LAKE QUINAULT LAKE AU KONTON KOCLEARY MEDICAL LAKE MESA MEDICAL LAKE MESA MESA MONTESANO MORTON NORTH VASHON COCESANO MORTON NORTH VASHON COCESANO MORTH VASHON COCESANO COC															
HANSIVILE HARRINGTON HUMTENS KAHLOTULPS HUNTERS KAHLOTUS KATLE FALS KATLE FALS KATLE TOUS KATLE FALS KATLE FAL															
HARRINGTON HUNTERS KANLOTUS KETTLE FALLS KANLOTUS KETTLE FALLS KONSTON LARE QUINAULT LARE QUINAULT LARE DUINAULT LARE DUINAULT L															
HUNTERS           KAHLOTUS           KETTLE FALLS           KINOSTON           LAKE BALY           LIND           CORVERS           MOCLEARY           MEDICAL LAKE           MORTESANO           MORTAN           RESAND           MORTAN           RESAND           MORTAN           MORTAN           MESAND           MORTAN           RESAND           MORTAN           RESAND           MORTAN           RESAND           MORTAN           RESAND           MORTAN           RESAND           MORTAN           RESAND           MORTANON           RESAND           MORTANON           RESAND           MORTANON           RESAND           MORTANON															
KAHLOTUS           KKTTLE FALLS           KRINGSTOM           LAKE QUINAULT           LAKE QUINAULT           LONG BEACH           LOPEZ           CORNERS           MCCLEARY           MEDICAI LAKE           MEDICAI LAKE           NECLEARY           MEDICAI LAKE           MEDICAI LAKE           NERRAL           MORTON           NORTH NASHON           OCESAA           OCESAA           ODESAA           ODESAA           ODESAA           ORTIN           RAMDEL           PACIFIC BEACH															
KINGSTON           LAKEG UINAULT           LAKE GUINAULT           LONG BEACH           LOPEZ           CORNERS           MCCLEARY           MEDICAL LAKE           MEDICAL LAKE           MESA           MESA           MESA           MCOTTON           NORTON           NORTON           NORTON           NORTA MASHON           OCESANA           OCESANA           OCESANA           ORTING           PACIFICOBEACH															
LAKEBAY LIND LONG BEACH LOPEZ CORNERS MCCLEARY MECLEARY MECLEARY MECLEARY MESCA MESC															
LIND LONG BEACH LONG EACH LOPEZ CORNERS MCCLEARY MEDICAL LAKE MESA MINERAL MINERAL MONTESANO MORTON NEAH BAY NESYELEM NORTH VASION OCEAN PARK OCEAN PARK OCEASIA ODESSA OCEASIA COCEASI															
LOPEZ CORNERS MCCLEARY MEDICAL LAKE MESA MISERAL MISERAL MONTESANO MORTON NEAH BAY NESPELEM NORTH VASION OCEAN PARK OCEAN PARK OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA CORTING EACH PACH/OD P															
NICCLEARY MEDICAL LARE MISERAL MINERAL MONTESAND MORTON NEAH BAY NESPELEM NORTH VASHON OCEAN PARK OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA OCESSA CO															
MEDICAL LARE MESA MINERAL MONTESANO MORTON NEAH BAY NEBPELEM NORTH JEND NORTH JEND OCEAN PARK OCOSTA OCEAN PARK OCOSTA OCEAN PARK OCOSTA OCEAN PARK PACIFIC BEACH PACIFIC															
MINERAL MORTESAND MORTESAND MORTON NEAH BAY NESPELM NORTH JEND NORTH JEND OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK OCEAN PARK PACIFIC BEACH PACIFIC BEA															
MONTESANO MORTON NEAH BAY NESPELEM NORTH VASHON OCEAN PARK OCESTA ODESSA															
NEAH BAY NORTH VASHON OCEAN PARK OCESTA ODESSA ODESSA ODESSA ORTHO ORTHO PACIFIC BEACH PACIFIC BEACH															
NESPELEM NORTH VASHON OCCAN PARK OCCAN PARK OCCSTA ODESSA OCTING PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH RAYMOND-LABAM REARDEN RANDLE RAYMOND-LABAM REARDEN RIMEOCK RITZVILLE ROYAL CITY SNOQULAURE PASS SOUTH PEARIE															
NORTH VASHON OCEAN PARK QCOSTA QCOSTA QCOSTA QCOSTA QCENTAR PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH RAYMOND-LABAM REANDEN RANDLE ABAM RAYMOND-LABAM REANDEN RIMROCK RIVELE ROYAL CITY SNOQULAURE PASS SOUTH PEANRE															
OcostA         OcostA           Opessa         Opessa           Varine Brach         Pacific Brach           Pacific Brach         Pacific Brach           Puget Soubd         Pacific Brach           RANDe LABAM         ReadEm           RANDon LABAM         ReadEm           RIMROCK         RITZVILLE           ROVAL CITY         SNOQUHAIRE PASS           SOUTH PRAIRIE         SOUTH South															
ORTING           RACIFC BEACH           PACIFC BEACH           PACHODO           PUGET SOUND           RANDE           ROYAL CITY           SOUTH PRAIRIE           SOUTH PRAIRIE															
PACIFIC BEACH PACWOOD PE ELL PUGET SOUND RANDLE RAVMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQULAIRE PASS SOUTH BEND SOUTH BEND															
PACKWOOD PEELL PUGET SOUND RANDOL-ABAM RANDOL-ABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQULAURE PASS SOUTH PEND SOUTH PEND															
PUGET SOUND           RANDLE           RANDELABAM           REARDEN           RIMROCK           RITZVILLE           ROYAL CITY           SNOQULAIRE PASS           SOUTH PERINE															
RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQULAURE PASS SOUTH BEND SOUTH REINE															
REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALIMIE PASS SOUTH BEND SOUTH BEND															
RITZ/ULE ROYAL CITY SNOQULIME PASS SOUTH BEND SOUTH PRAIRIE															
SNOQUALME PASS SOUTH BENNI SOUTH PRAIRIE															
SOUTH BEND															
SPRAGUE STABUCK															
TIETON															
TMISP VADER															
VALLEY VASHON															
WASHTUCNA															
WILBUR WILSON CREEK															
WINTHROP YACOLT															
Monthly generations and a second s															
completed within															
five days															

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL Rolling 12 Months Nov 2011 - Oct 2012																							
Exchange	Dec Total Orders Cmpltd	Held >90	Jan- Total Orders Cmpltd	-12 Held >90 Days	Orders	2 Ma Held Total >90 Orders Days Cmplto	s >90	Orders	Held >90	May- Total Orders Cmpltd	Held >90	Orders	I2 Held >90 Days	Jul- Total Orders Cmpltd	12 Held >90 Days	Aug- Total Orders Cmpltd	-12 Held >90 Days	Sep- Total Orders Cmpltd	2 Held >90 Days	Oct- Total Orders Cmpltd	12 Held >90 Days	Nov- Total Orders Cmpltd	-12 Held >90 Days
ALMIRA AMES LAKE																							
ARLETTA																							
ASHFORD																							
BASIN CITY																							
BEAVER BLAKELY ISLAND																							
CARNATION																							
CATHLAMET																							
CHENEY																							
CHEWELAH CHINOOK																							
CLALLAM BAY																							
CLEARWATER																							
CONNELL																							
COULEE CITY																							
COWICHE CRESTON																							
CURTIS																							
DAVENPORT																							
EASTSOUND																							
EDWALL-TYLER ELMA																							
ELIMA																							
EUREKA																							
EWU																							
FALL CITY FORKS																							
FORKS FOX ISLAND																							
FRIDAY HARBOR																							
GIG HARBOR																							
GLENOMA																							
HANSVILLE HARRINGTON																							
HUMPTULIPS																							
HUNTERS																							
KAHLOTUS																							
KETTLE FALLS KINGSTON																							
LAKE QUINAULT																							
LAKEBAY																							
LIND																							
LONG BEACH LOPEZ																							
LOPEZ MATHEWS CORNER	2S																						
MCCLEARY																							
MEDICAL LAKE																							
MESA																							
MINERAL MONTESANO																							
MORTON																							
NEAH BAY																							
NESPELEM																							
NORTH BEND NORTH VASHON																							
OCEAN PARK																							
OCOSTA																							
ODESSA																							
ORTING PACIFIC BEACH																							
PACKWOOD																							
PE ELL																							
PUGET SOUND RANDLE																							
RANDLE RAYMOND-LABAM																							
REARDEN																							
RIMROCK																							
RITZVILLE																							
ROYAL CITY SNOQUALMIE PASS	;																						
SOUTH BEND																							
SOUTH PRAIRIE																							
SPANGLE																							
SPRAGUE STARBUCK																							
TIETON																							
TWISP																							
VADER																							
VASHON WASHTUCNA																							
WILBUR																							
WILSON CREEK																							
WINTHROP																							

Monthly percentages completed within 90 days

WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEI																								
CENTURY TEL Rolling 12 Months Nov 2011 - Oct 2012																								
	Dec-	11	Jan	-12	Feb	-12	Mar-	12	Apr-	-12	May	-12	Jun-	-12	Jul-1	2	Aug	-12	Sep	12	Oct	-12	Nov	12
Exchange	Total Orders Cmpltd		Orders				Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd									
ALMIRA	Spitd	Lays	Sinplid	Lays	- unpitu	Lays	Junphu	Says	Junpita	2493	Junpha	Lays	Junpite	Juyo	Jp.10		Junpitu	Lays	Junpita	Laya	Junpha	Sayo	Junpited	Lays
AMES LAKE ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER BLAKELY ISLAND																								
CARNATION																								
CATHLAMET CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY CLEARWATER																								
CONNELL																								
COULEE CITY																								
COWICHE CRESTON																								
CURTIS																								
EASTSOUND EDWALL-TYLER																								
ELMA																								
ELTOPIA EUREKA																								
EWU																								
FALL CITY																								
FORKS FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								
KINGSTON LAKE QUINAULT																								
LAKEBAY																								
LONG BEACH LOPEZ																								
MATHEWS CORNERS																								
MCCLEARY																								
MEDICAL LAKE MESA																								
MINERAL																								
MONTESANO MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND NORTH VASHON																								
OCEAN PARK																								
OCOSTA ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD PE ELL																								
PUGET SOUND																								
RANDLE RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE SPANGLE																								
SPRAGUE																								
STARBUCK TIETON																								
TWISP																								
VADER																								
VALLEY VASHON																								
WASHTUCNA																								
WILBUR WILSON CREEK																								
WINTHROP																								
YACOLT																								
Monthly percentages																								
completed within 180 days																								

days

					TRO	TON QUALITY OF SERVICE RE JBLES PER 100 ACCESS LINES CENTURY TEL g 12 Months Nov 2011 - Oct 201	3				
	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
Exchange	Trbls per 100	Trbis per 100	Trbis per 100	Trbls per 100 AL Titts Result	Trbis per 100	Trbis per 100	Trbls per 100	Trbis per 100	Trbls per 100	Trbls per 100	Trbls per 100
ALMIRA	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL THIS Result	AL TRIS Result	AL INS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result
AMES LAKE ARLETTA											
ASHFORD											
BASIN CITY BEAVER											
BLAKELY ISLAND											
CARNATION											
CATHLAMET CHENEY											
CHEWELAH											
CHINOOK CLALLAM BAY											
CLEARWATER											
CONNELL COULEE CITY											
COWICHE											
CRESTON											
CURTIS DAVENPORT											
EAST SOUND											
EDWALL-TYLER ELMA											
ELTOPIA											
EUREKA EWU											
FALL CITY											
FORKS											
FOX ISLAND FRIDAY HARBOR											
GIG HARBOR											
GLENOMA HANSVILLE											
HARRINGTON											
HUMPTULIPS											
HUNTERS KAHLOTUS											
KETTLE FALLS											
KINGSTON LAKE QUINAULT											
LAKEBAY											
LIND LONG BEACH											
LOPEZ											
MATHEWS CORNER											
MCCLEARY MEDICAL LAKE											
MESA											
MINERAL MONTESANO											
MORTON											
NEAH BAY NESPELEM											
NORTHBEND											
OCEAN PARK											
OCOSTA ODESSA											
ORTING											
PACIFIC BEACH PACKWOOD											
PE ELL											
PUGET SOUND RANDLE											
RAYMOND-LABAM											
REARDEN RIMROCK											
RITZVILLE											
ROYAL CITY											
SNOQUALMIE PASS SNOQUALMIE RIDGE											
SOUTH BEND											
SOUTH PRAIRIE SPANGLE											
SPRAGUE											
STARBUCK											
TIETON TWISP											
VADER											
VALLEY VASHON											
WASHTUCNA											
WILBUR WILSON CREEK											
WINTHROP											
YACOLT											

