

WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURYLINK 2012	
MEASUREMENTS	Nov-12
<b>Install Commitments</b>	
Commitments Made	442
Commitments Missed	20
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	545
Commitments Missed	95
Excludes	9
<b>Service Activation</b>	
Total Orders Completed	442
Missed Installs	61
% Orders Completed	86.2%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,106
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.6%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	1,681
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.8%
<b>Trbls per 100 Access Lines</b>	
Access Lines	54,120
Trouble Tickets	504
Trbls per 100 Access Lines	0.9
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	360
OOS Cleared within 48 Hrs	344
OOS Cleared > 48 Hrs	16
OOS in 48 Hrs Excludes	44
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	144
NOOS Cleared within 72 Hrs	136
NOOS Cleared > 72 Hrs	8
NOOS in 72 Hrs Excludes	5
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

Exchange	CLLI
Chimacum	CHMC
Columbia	CLMA
Dallesport	DLPT
Grandview	GDVW
Goldendale	GLDL
Glenwood	GLWD
Granger	GRGR
Hood Canal	HDCL
Harrah	HRRH
Klickitat	KLCT
Lyle	LYLE
Mabton	MBTN
Mattawa	MTWA
Patterson	PASN
Poulsbo	PLSB
Prosser	PRSR
Port Angeles	PTAG
Roosevelt	RSVT
Sunnyside	SNSD
Stevenson	STSN
Toppenish	TPNS
Troutlake	TRLK
White Salmon	WHSL
WhiteSwan	WHSW
Whitstran	WHTS
Willard	WLRD
Wapato	WPAT

**Monthly percentages  
completed within five  
days**

Orders Taken = Total New and To/  
5 Day Miss = Total New and To/Ti

Exchange	CLLI	Dec-11		Jan-12		Feb-12		Mar-12	
		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
Klickitat	KLCT								
Lyle	LYLE								
Mabton	MBTN								
Mattawa	MTWA								
Patterson	PASN								
Poulsbo	PLSB								
Prosser	PRSR								
Port Angeles	PTAG								
Roosevelt	RSVT								
Sunnyside	SNSD								
Stevenson	STSN								
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WhiteSwan	WHSW								
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Wapato	WPAT								

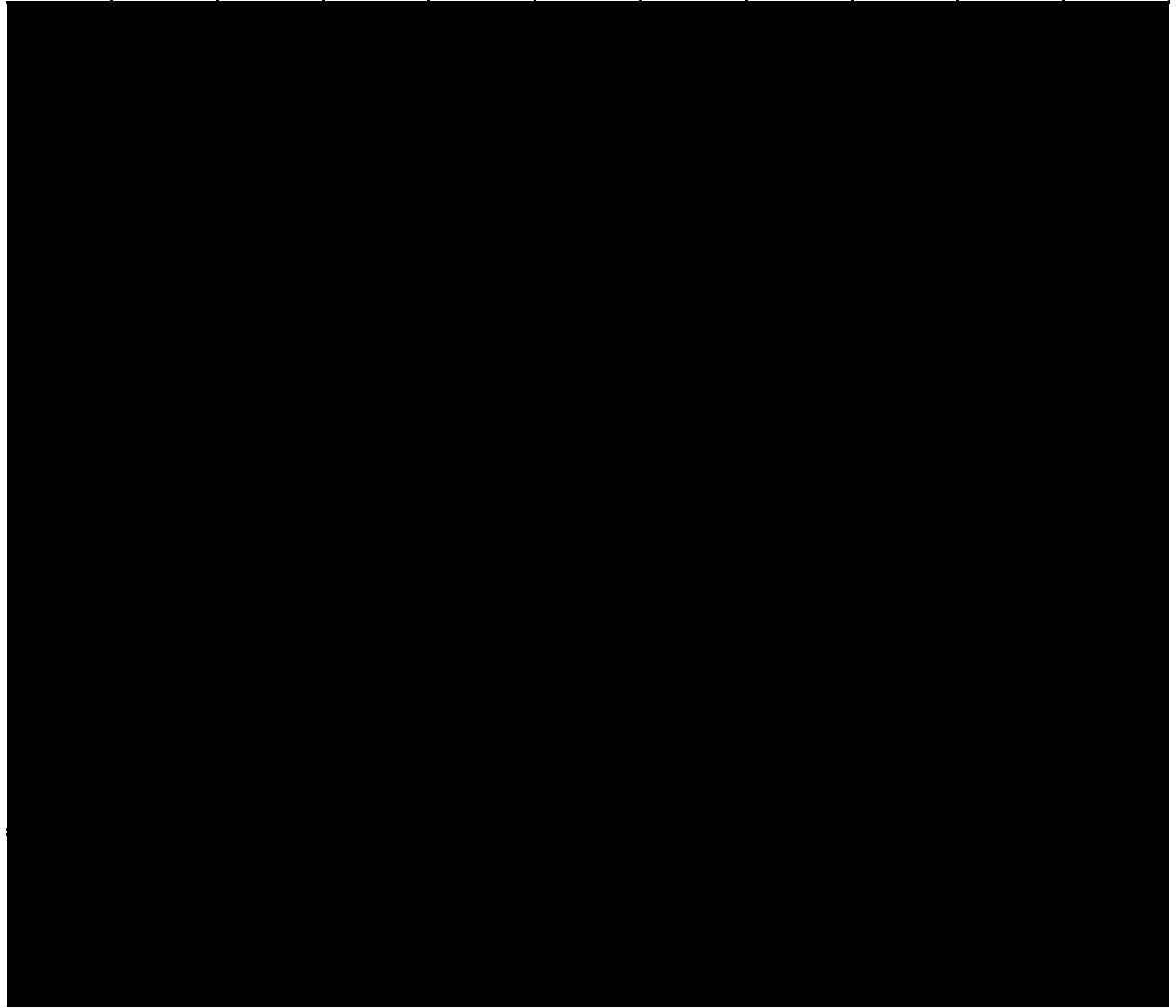
Monthly percentages completed within 90 days

Orders Taken = Total New and To/Transfer service orders completed  
 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes servic

Rate Center Consolidation February 19-20, 2005:  
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish  
Mabton (MBTN) and Bickleton (BCTN) will become Mabton  
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)  
Gardiner will become Port Angeles (PTAG)  
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 90 DAYS**  
**Telephone Company of the Northwest d/b/a CenturyLink**  
**2012**

Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep
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

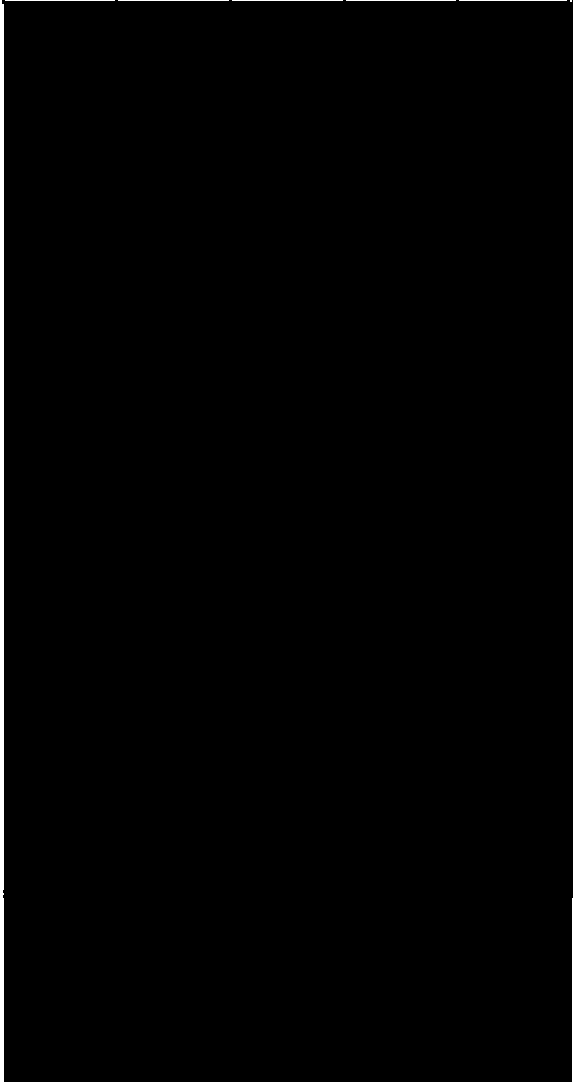


e orders not completed by customer requested due date

REDACTED  
CONFIDENTIAL PER WAC 480-07-160

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9-12	Oct-12		Nov-12	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Nov-11		Jan-12		Feb-12		Mar-12	
		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
Klickitat	KLCT								
Lyle	LYLE								
Mabton	MBTN								
Mattawa	MTWA								
Patterson	PASN								
Poulsbo	PLSB								
Prosser	PRSR								
Port Angeles	PTAG								
Roosevelt	RSVT								
Sunnyside	SNSD								
Stevenson	STSN								
Toppenish	TPNS								
Troutlake	TRLK								
White Salmon	WHSL								
WhiteSwan	WHSW								
Whitstran	WHTS								
Willard	WLRD								
Wapato	WPAT								

Monthly percentages completed within 180 days



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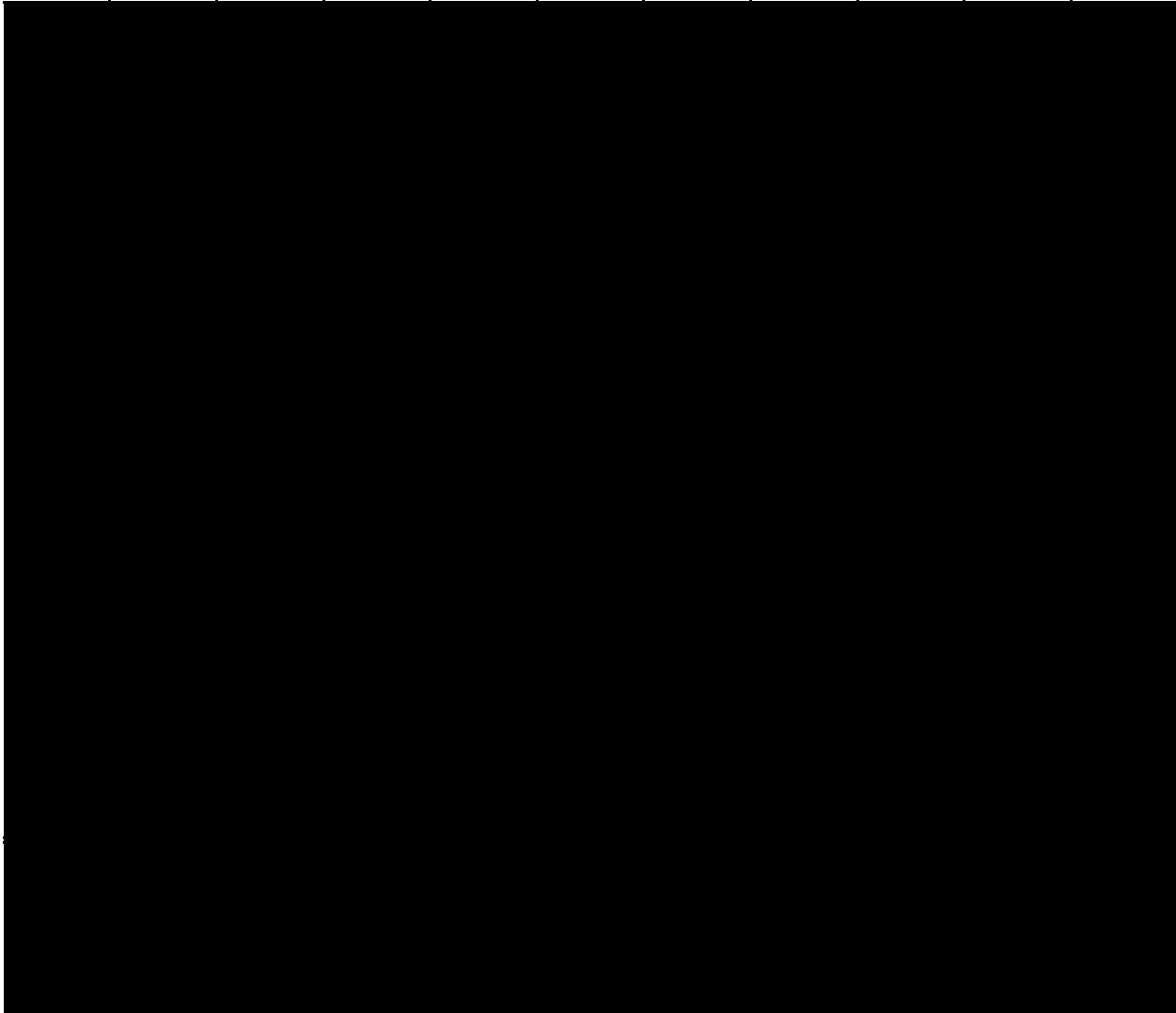
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**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 180 DAYS**  
**Telephone Company of the Northwest d/b/a CenturyLink**  
**2012**

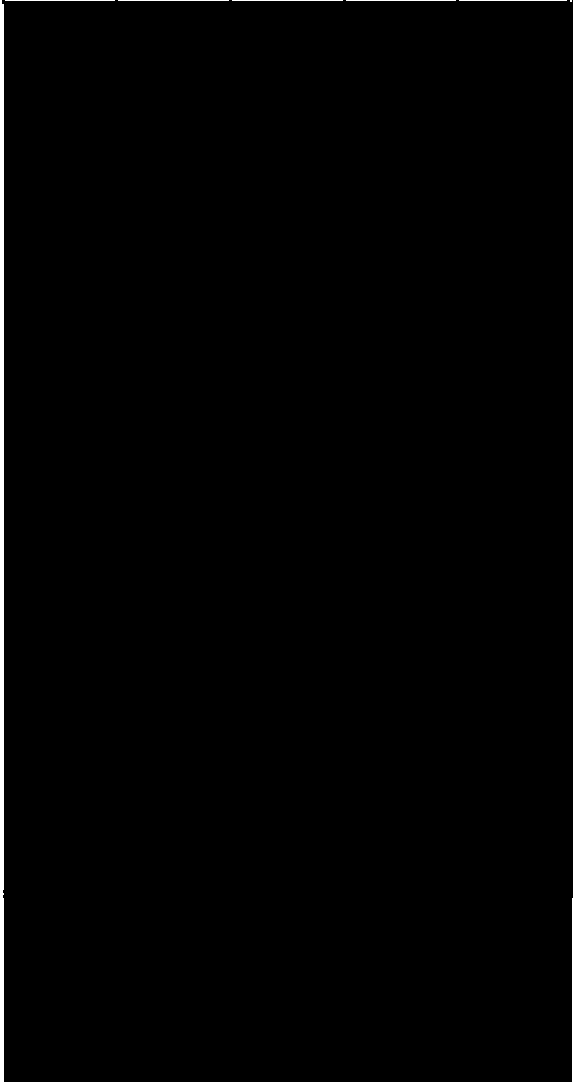
Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd



e orders not completed by customer requested due date

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9-12	Oct-12		Nov-12	
Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days



**WASHINGTON QUALITY OF SERVICE REPORT**  
**Trouble Reports Per 100 Access Lines**  
**United Telephone Company of the Northwest d/b/a CenturyLink**  
**2012**

Exchange	CLLI	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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100			
Chimacum	CHMC	4	804	0.50	8	807	0.99	8	809	0.99	7	813	0.86	6																							
Columbia	CLMA	0	169	0.00	0	166	0.00	0	166	0.00	0	164	0.00	0																							
Dallesport	DLPT	1	402	0.25	5	397	1.26	2	393	0.51	0	390	0.00	4																							
Grandview	GDVW	25	3099	0.81	23	3062	0.75	22	3031	0.73	36	3036	1.19	35																							
Goldendale	GLDL	24	2942	0.82	64	2932	2.18	24	2928	0.82	29	2920	0.99	23																							
Glenwood	GLWD	4	289	1.38	9	290	3.10	1	289	0.35	3	284	1.06	1																							
Granger	GRGR	17	918	1.85	10	912	1.10	7	913	0.77	6	912	0.66	10																							
Hood Canal	HDCL	20	1810	1.10	30	1787	1.68	21	1785	1.18	18	1779	1.01	21																							
Harrah	HRRH	0	712	0.00	0	701	0.00	0	705	0.00	0	711	0.00	0																							
Klickitat	KLCT	6	252	2.38	3	256	1.17	0	256	0.00	0	255	0.00	1																							
Lyle	LYLE	2	647	0.31	27	625	4.32	2	626	0.32	5	623	0.80	4																							
Mabton	MBTN	7	850	0.82	11	834	1.32	8	826	0.97	8	808	0.99	10																							
Mattawa	MTWA	13	1705	0.76	19	1694	1.12	32	1679	1.91	21	1665	1.26	23																							
Patterson	PASN	0	200	0.00	1	199	0.50	0	200	0.00	3	200	1.50	0																							
Poulsbo	PLSB	88	17936	0.49	93	17740	0.52	55	17652	0.31	62	17584	0.35	53																							
Prosser	PRSR	20	3042	0.66	30	3015	1.00	18	2976	0.60	17	2939	0.58	14																							
Port Angeles	PTAG	2	243	0.82	1	240	0.42	2	239	0.84	1	237	0.42	0																							
Roosevelt	RSVT	0	122	0.00	3	123	2.44	0	123	0.00	0	124	0.00	1																							
Sunnyside	SNSD	65	5963	1.09	60	5947	1.01	61	5929	1.03	53	5883	0.90	46																							
Stevenson	STSN	39	3234	1.21	47	3219	1.46	32	3218	0.99	26	3210	0.81	21																							
Toppenish	TPNS	39	4643	0.84	55	4627	1.19	29	4578	0.63	29	4567	0.63	24																							
Troul lake	TRLK	3	551	0.54	13	549	2.37	9	546	1.65	4	538	0.74	4																							
White Salmon	WHSL	21	2995	0.70	69	2966	2.33	32	2949	1.09	26	2939	0.88	26																							
WhiteSwan	WHSW	2	534	0.37	6	536	1.12	4	532	0.75	3	526	0.57	3																							
Whitstran	WHTS	6	430	1.40	5	420	1.19	8	415	1.93	3	418	0.72	6																							
Willard	WLRD	2	207	0.97	2	206	0.97	3	206	1.46	2	204	0.98	2																							
Wapato	WPAT	59	2468	2.39	29	2473	1.17	19	2480	0.77	33	2462	1.34	34																							

Total Reports = Total regulated initial and repeat trouble reports received  
Total Access Lines = Total access lines in service  
Trouble Per 100 A.L. = Trouble report per 100 access line ratio