

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
 D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR
 2012**

MEASUREMENTS	Dec-12
Install Commitments	
Commitments Made	361
Commitments Missed	33
Excludes	0
Repair Commitments	
Commitments Made	636
Commitments Missed	139
Excludes	13
Service Activation	
Total Orders Completed	361
Missed Installs	76
% Orders Completed	78.9%
Service Activation - >90 Days	
Total Orders Completed	1,250
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	1,847
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	53,834
Trouble Tickets	581
Trbls per 100 Access Lines	1.1
OOS Cleared within 48 Hours	
OOS Tickets	434
OOS Cleared within 48 Hrs	386
OOS Cleared > 48 Hrs	48
OOS in 48 Hrs Excludes	52
NOOS Cleared within 72 Hours	
NOOS Tickets	147
NOOS Cleared within 72 Hrs	137
NOOS Cleared > 72 Hrs	10
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	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	Jan-12		Feb-12		Mar-12		Apr-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	2	0	3	0	4	0	2	0
Columbia	CLMA	0	0	0	0	0	0	0	0
Dallesport	DLPT	2	0	0	0	5	0	3	0
Grandview	GDVW	12	1	12	0	24	0	25	0
Goldendale	GLDL	17	0	13	1	20	0	16	0
Glenwood	GLWD	0	0	1	0	2	1	0	0
Granger	GRGR	5	0	8	0	10	0	3	0
Hood Canal	HDCL	5	0	8	0	10	0	6	0
Harrah	HRRH	0	0	0	0	0	0	0	0
Klickitat	KLCT	2	1	0	0	4	0	3	0
Lyle	LYLE	5	0	3	0	5	0	3	0
Mabton	MBTN	3	0	2	0	4	0	1	0
Mattawa	MTWA	7	0	4	0	15	0	13	0
Patterson	PASN	2	0	0	0	2	0	2	0
Poulsbo	PLSB	19	0	20	0	49	0	23	0
Prosser	PRSR	9	0	8	0	13	0	17	0
Port Angeles	PTAG	1	0	0	0	2	0	1	0
Roosevelt	RSVT	0	0	1	0	2	0	0	0
Sunnyside	SNSD	32	0	38	0	28	0	44	0
Stevenson	STSN	13	0	14	0	22	0	11	0
Toppenish	TPNS	17	1	18	0	30	0	31	0
Troutlake	TRLK	2	0	1	0	2	0	5	0
White Salmon	WHSL	3	0	6	0	23	0	18	0
WhiteSwan	WHSW	1	0	2	0	3	0	3	0
Whitstran	WHTS	0	0	3	0	4	0	1	0
Willard	WLRD	1	0	1	0	0	0	2	0
Wapato	WPAT	16	0	19	0	37	0	18	0

Monthly percentages completed within 90 days

99.1% 98.9% 99.3% 99.7%

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
ERVICE ACTIVATION - HELD ORDERS - 90 DAYS
ephone Company of the Northwest D/B/A CENTURYLINK
2012

May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct
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
3	0	3	0	4	0	3	0	2	0	5
0	0	0	0	0	0	0	0	0	0	0
0	0	3	0	2	0	5	0	2	0	3
15	0	10	0	12	0	21	0	13	0	29
12	0	15	0	7	0	17	0	7	0	39
2	0	1	0	1	0	3	0	4	0	0
6	0	4	0	3	0	3	0	3	1	16
8	0	7	1	0	0	9	0	10	0	0
0	0	0	0	0	0	0	0	0	0	7
3	0	3	0	2	0	3	0	4	0	3
1	0	2	0	3	0	2	0	2	0	7
4	0	2	0	3	0	3	0	2	0	9
7	0	9	0	6	0	12	2	2	0	19
3	0	0	0	1	0	0	0	0	0	0
22	0	25	0	20	0	24	0	30	0	84
10	0	12	0	8	0	7	0	11	0	27
0	0	0	0	1	0	0	0	0	0	0
1	0	0	0	0	0	0	0	1	0	0
29	0	31	0	24	0	31	0	36	0	50
23	0	18	0	28	0	19	0	12	0	37
29	0	16	0	25	0	16	0	19	0	34
2	0	8	0	1	0	1	0	11	0	8
11	0	6	0	7	0	9	0	32	0	29
1	0	1	0	4	0	1	0	2	0	7
2	0	3	0	0	0	3	0	3	0	1
0	0	1	0	0	0	0	0	1	0	3
20	0	15	0	11	0	15	0	8	0	30

99.9%

99.8%

99.8%

99.5%

99.5%

e orders not completed by customer requested due date

-12	Nov-12		Dec-12	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
0	2	0	2	0
0	0	0	0	0
0	3	0	4	0
0	22	0	21	0
0	29	0	27	0
0	0	0	0	0
0	11	0	13	0
0	0	0	0	0
0	16	1	16	1
0	3	0	0	0
0	6	1	5	0
0	8	0	5	0
0	17	0	17	0
0	0	0	0	0
0	91	0	68	0
0	20	0	22	0
0	0	0	0	0
0	3	0	1	0
0	53	1	44	0
0	38	0	24	0
0	50	0	31	0
0	9	0	2	0
0	31	0	30	0
0	2	0	3	0
0	1	0	5	0
0	1	0	1	0
0	26	0	20	0

99.7%

99.6%

99.7%

Exchange	CLLI	Jan-12		Feb-12		Mar-12		Apr-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	2	0	3	0	4	0	2	0
Columbia	CLMA	0	0	0	0	0	0	0	0
Dallesport	DLPT	2	0	0	0	5	0	3	0
Grandview	GDVW	12	0	12	0	24	0	25	0
Goldendale	GLDL	17	0	13	0	20	0	16	0
Glenwood	GLWD	0	0	1	0	2	0	0	0
Granger	GRGR	5	0	8	0	10	0	3	0
Hood Canal	HDCL	5	0	8	0	10	0	6	0
Harrah	HRRH	0	0	0	0	0	0	0	0
Klickitat	KLCT	2	0	0	0	4	0	3	0
Lyle	LYLE	5	0	3	0	5	0	3	0
Mabton	MBTN	3	0	2	0	4	0	1	0
Mattawa	MTWA	7	0	4	0	15	0	13	0
Patterson	PASN	2	0	0	0	2	0	2	0
Poulsbo	PLSB	19	0	20	0	49	0	23	0
Prosser	PRSR	9	0	8	0	13	0	17	0
Port Angeles	PTAG	1	0	0	0	2	0	1	0
Roosevelt	RSVT	0	0	1	0	2	0	0	0
Sunnyside	SNSD	32	0	38	0	28	0	44	0
Stevenson	STSN	13	0	14	0	22	0	11	0
Toppenish	TPNS	17	0	18	0	30	0	31	0
Troutlake	TRLK	2	0	1	0	2	0	5	0
White Salmon	WHSL	3	0	6	0	23	0	18	0
WhiteSwan	WHSW	1	0	2	0	3	0	3	0
Whitstran	WHTS	0	0	3	0	4	0	1	0
Willard	WLRD	1	0	1	0	0	0	2	0
Wapato	WPAT	16	0	19	0	37	0	18	0

Monthly percentages completed within 180 days

100.0% 100.0% 100.0% 100.0%

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

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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

May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct
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
3	0	3	0	4	0	3	0	2	0	5
0	0	0	0	0	0	0	0	0	0	0
0	0	3	0	2	0	5	0	2	0	3
15	0	10	0	12	0	21	0	13	0	29
12	0	15	0	7	0	17	0	7	0	39
2	0	1	0	1	0	3	0	4	0	0
6	0	4	0	3	0	3	0	3	0	16
8	0	7	1	0	0	9	0	10	0	0
0	0	0	0	0	0	0	0	0	0	7
3	0	3	0	2	0	3	0	4	0	3
1	0	2	0	3	0	2	0	2	0	7
4	0	2	0	3	0	3	0	2	0	9
7	0	9	0	6	0	12	0	2	0	19
3	0	0	0	1	0	0	0	0	0	0
22	0	25	0	20	0	24	0	30	0	84
10	0	12	0	8	0	7	0	11	0	27
0	0	0	0	1	0	0	0	0	0	0
1	0	0	0	0	0	0	0	1	0	0
29	0	31	0	24	0	31	0	36	0	50
23	0	18	0	28	0	19	0	12	0	37
29	0	16	0	25	0	16	0	19	0	34
2	0	8	0	1	0	1	0	11	0	8
11	0	6	0	7	0	9	0	32	0	29
1	0	1	0	4	0	1	0	2	0	7
2	0	3	0	0	0	3	0	3	0	1
0	0	1	0	0	0	0	0	1	0	3
20	0	15	0	11	0	15	0	8	0	30

100.0%

99.9%

99.9%

99.9%

99.9%

e orders not completed by customer requested due date

-12	Nov-12		Dec-12	
Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
0	2	0	2	0
0	0	0	0	0
0	3	0	4	0
0	22	0	21	0
0	29	0	27	0
0	0	0	0	0
0	11	0	13	0
0	0	0	0	0
0	16	1	16	0
0	3	0	0	0
0	6	0	5	0
0	8	0	5	0
0	17	0	17	0
0	0	0	0	0
0	91	0	68	0
0	20	0	22	0
0	0	0	0	0
0	3	0	1	0
0	53	1	44	0
0	38	0	24	0
0	50	0	31	0
0	9	0	2	0
0	31	0	30	0
0	2	0	3	0
0	1	0	5	0
0	1	0	1	0
0	26	0	20	0

99.9%

99.8%

99.9%

WASHINGTON QUALITY OF SERVICE REPORT
Trouble Reports Per 100 Access Lines
United Telephone Company of the Northwest D/B/A CENTURYLINK
2012

Exchange	CLLI	Jan-12			Feb-12			Mar-12			Apr-12			May-12			Jun-12			Jul-12			Aug-12			Sep-12			Oct-12			Nov-12			Dec-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	8	807	0.99	8	809	0.99	7	813	0.86	6	815	0.74	6	815	0.74	9	804	1.12	19	808	2.35	8	800	1.00	3	791	0.38	34	782	4.35	13	770	1.69	6	760	0.79
Columbia	CLMA	0	166	0.00	0	166	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00	0	164	0.00
Dallesport	DLPT	5	397	1.26	2	393	0.51	0	390	0.00	4	391	1.02	4	388	1.03	3	382	0.79	1	380	0.26	5	375	1.33	2	376	0.53	1	367	0.27	6	364	1.65	4	366	1.09
Grandview	GDVW	23	3062	0.75	22	3031	0.73	36	3036	1.19	35	3014	1.16	15	2985	0.50	25	2984	0.84	27	2964	0.91	30	2922	1.03	7	2904	0.24	25	2895	0.86	30	2878	1.04	31	2859	1.08
Goldendale	GLDL	64	2932	2.18	24	2928	0.82	29	2920	0.99	23	2914	0.79	27	2910	0.93	39	2892	1.35	14	2877	0.49	31	2866	1.08	19	2860	0.66	29	2847	1.02	36	2838	1.27	25	2825	0.88
Glenwood	GLWD	9	290	3.10	1	289	0.35	3	284	1.06	1	282	0.35	4	283	1.41	4	283	1.41	2	282	0.71	3	279	1.08	2	281	0.71	2	283	0.71	3	284	1.06	4	284	1.41
Granger	GRGR	10	912	1.10	7	913	0.77	6	912	0.66	10	907	1.10	5	899	0.56	3	897	0.33	17	896	1.90	6	880	0.68	3	875	0.34	11	875	1.26	20	866	2.31	14	859	1.63
Hood Canal	HDCL	30	1787	1.68	21	1785	1.18	18	1779	1.01	21	1774	1.18	26	1766	1.47	21	1758	1.19	47	1755	2.68	32	1738	1.84	18	1725	1.04	7	1717	0.41	13	1708	0.76	28	1694	1.65
Harrah	HRRH	0	701	0.00	0	705	0.00	0	711	0.00	0	705	0.00	0	699	0.00	0	692	0.00	0	684	0.00	0	688	0.00	0	684	0.00	0	677	0.00	0	679	0.00	0	680	0.00
Klickitat	KLCT	3	256	1.17	0	256	0.00	0	255	0.00	1	253	0.40	3	252	1.19	0	250	0.00	1	247	0.40	3	246	1.22	1	248	0.40	4	248	1.61	1	244	0.41	2	242	0.83
Lyle	LYLE	27	625	4.32	2	626	0.32	5	623	0.80	4	619	0.65	2	621	0.32	9	616	1.46	6	611	0.98	15	612	2.45	6	611	0.98	4	610	0.66	4	609	0.66	8	607	1.32
Mabton	MBTN	11	834	1.32	8	826	0.97	8	808	0.99	10	802	1.25	3	802	0.37	2	796	0.25	3	799	0.38	3	792	0.38	5	789	0.63	9	770	1.17	2	743	0.27	15	743	2.02
Mattawa	MTWA	19	1694	1.12	32	1679	1.91	21	1665	1.26	23	1673	1.37	17	1653	1.03	15	1633	0.92	14	1614	0.87	15	1604	0.94	11	1581	0.70	16	1581	1.01	16	1570	1.02	13	1559	0.83
Patterson	PASN	1	199	0.50	0	200	0.00	3	200	1.50	0	196	0.00	0	198	0.00	1	198	0.51	2	197	1.02	2	195	0.00	1	194	0.52	1	193	0.52	2	192	1.04	6	191	3.14
Poulsbo	PLSB	93	17740	0.52	55	17652	0.31	62	17584	0.35	53	17511	0.30	45	17453	0.26	49	17384	0.28	75	17276	0.43	57	17177	0.33	40	17166	0.23	111	17068	0.65	93	17041	0.55	125	16961	0.74
Prosser	PRSR	30	3015	1.00	18	2976	0.60	17	2939	0.58	14	2932	0.48	18	2936	0.61	18	2899	0.62	44	2863	1.54	15	2830	0.53	18	2820	0.64	10	2807	0.36	30	2773	1.08	23	2762	0.83
Port Angeles	PTAG	1	240	0.42	2	239	0.84	1	237	0.42	0	239	0.00	1	238	0.42	2	241	0.83	1	241	0.41	1	241	0.41	0	239	0.00	1	238	0.42	2	237	0.84	3	235	1.28
Roosevelt	RSVT	3	123	2.44	0	123	0.00	0	124	0.00	1	123	0.81	0	128	0.00	2	128	1.56	1	128	0.78	12	127	0.00	2	123	1.63	1	122	0.82	1	124	0.81	0	124	0.00
Sunnyside	SNSD	60	5947	1.01	61	5929	1.03	53	5883	0.90	46	5855	0.79	52	5821	0.89	58	5789	1.00	62	5737	1.08	67	5668	1.18	58	5626	1.03	66	5578	1.18	80	5549	1.44	81	5504	1.47
Stevenson	STSN	47	3219	1.46	32	3218	0.99	26	3210	0.81	21	3199	0.66	29	3203	0.91	37	3189	1.16	36	3201	1.12	31	3193	0.97	14	3185	0.44	34	3175	1.07	34	3172	1.07	57	3147	1.81
Toppenish	TPNS	55	4627	1.19	29	4578	0.63	29	4567	0.63	24	4554	0.53	42	4560	0.92	37	4523	0.82	64	4511	1.42	51	4479	1.14	25	4457	0.56	42	4431	0.95	51	4443	1.15	51	4431	1.15
Troutlake	TRLK	13	549	2.37	9	546	1.65	4	538	0.74	4	541	0.74	4	540	0.74	5	540	0.93	0	543	0.00	1	539	0.19	0	549	0.00	5	539	0.93	6	540	1.11	14	536	2.61
White Salmon	WHSL	69	2966	2.33	32	2949	1.09	26	2939	0.88	26	2930	0.89	18	2921	0.62	24	2916	0.82	10	2902	0.34	12	2884	0.42	16	2897	0.55	28	2870	0.98	27	2866	0.94	41	2862	1.43
WhiteSwan	WHSW	6	536	1.12	4	532	0.75	3	526	0.57	3	522	0.57	2	526	0.38	2	524	0.38	5	524	0.95	8	512	1.56	3	515	0.58	5	513	0.97	2	511	0.39	3	512	0.59
Whitstran	WHST	5	420	1.19	8	415	1.93	3	418	0.72	6	418	1.44	5	420	1.19	10	418	2.39	7	415	1.69	34	414	8.21	18	410	4.39	0	414	0.00	1	416	0.24	4	417	0.96
Willard	WLRD	2	206	0.97	3	206	1.46	2	204	0.98	2	206	0.97	1	203	0.49	1	205	0.49	1	205	0.49	1	203	0.49	1	205	0.49	1	202	0.50	8	198	4.04	1	197	0.51
Wapato	WPAT	29	2473	1.17	19	2480	0.77	33	2462	1.34	34	2454	1.39	20	2416	0.83	20	2397	0.83	36	2377	1.51	26	2377	1.09	15	2365	0.63	25	2359	1.06	23	2341	0.98	22	2313	0.95

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