

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL D/B/A CENTURYLINK
2012**

MEASUREMENTS	Dec-12
Install Commitments	
Commitments Made	958
Commitments Missed	25
Excludes	0
Repair Commitments	
Commitments Made	1,248
Commitments Missed	126
Excludes	43
Service Activation - 5 business day 90%	
Total Orders Completed	958
Missed Installs	106
% Orders Completed	88.9%
Service Activation - >90 Days 99%	
Total Orders Completed	3,747
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	4,935
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	115,449
Trouble Tickets	1,131
TrbIs per 100 Access Lines	1.0
OOS Cleared within 48 Hours	
OOS Tickets	746
OOS Cleared within 48 Hrs	736
OOS Cleared > 48 Hrs	10
OOS in 48 Hrs Excludes	116
NOOS Cleared within 72 Hours	
NOOS Tickets	58
NOOS Cleared within 72 Hrs	52
NOOS Cleared > 72 Hrs	6
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 D/B/A CENTURYLINK
 Rolling 12 Months Jan 2012 - Dec 2012

Exchange	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 Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
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AMES LAKE																								
ARLETTA																								
ASHFORD																								
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BEAVER																								
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CARNATION																								
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WILSON CREEK																								
WINTHROP																								
YACOLT																								
Monthly percentages completed within five days																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Jan 2012 - Dec 2012

Exchange	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 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 D/B/A CENTURYLINK
 Rolling 12 Months Nov 2011 - Oct 2012

Exchange	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 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

Date 12		
Tribes per 100		
AL	Tks	Result
[REDACTED]		