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

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%
Trbls per 100 Access Lines 4	
Access Lines	115,449
Trouble Tickets	1,131
Trbls 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 CENTRUR YTEL DØJA CENTRURVIJINK Rolling 12 Months Jan 2012 - Dec 2012																								
	Jar	-12	Feb	.12	Ma	r-12	An	r-12	Ma	y-12	Jun	.12	Jul	-12	Aug	1-12	Sep	-12	Oct	-12	No	v-12	Dec	-12
	Total Total Total					Total		Total		Jun-12 Jul-12 Total Total Missed						Total		Total			Total			
Exchange	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Total Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Orders	Missed Installs	Total Orders	Missed Installs
ALMIRA	Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd		Cmpltd	
ALMIRA AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY CLEARWATER																								
CONNELL																								
COULEE CITY																								
COWICHE																								
CRESTON CURTIS																								
DAVENPORT																								
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																								
LIND																								
LONG BEACH																								
CORNERS																								
MCCLEARY																								
MEDICAL LAKE																								
MESA MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM NORTH BEND																								
NORTH VASHON																								
OCEAN PARK OCOSTA																								
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																								
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- Total Orders Cmpltd	Held >90	Feb Total Orders Cmpltd	Held >90	Mar- Total Orders Cmpltd	Held >90	Apr- Total Orders Cmpltd	Held >90	Total Orders	>90	Orders	Held >90	Jul- Total Orders Cmpltd	Held >90	Aug Total Orders Cmpltd	Held >90	Sep- Total Orders Cmpltd	12 Held >90 Days	Oct-1 Total Orders Cmpltd	2 Held >90 Days	Nov- Total Orders Cmpltd	12 Held >90 Days	Dec-1 Total Orders Cmpltd	2 Held >90 Days
		·				· ·								, i			·		·					
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 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 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 90																								
days																								

					 :	SERVI	CE ACTI CENTUR	VATION	LITY OF S I - HELD D/B/A CE hs Nov 2	ORDER	S - 180 D 'LINK			 						
	Jan-	Feb		Mar	Apr-1	2	Мау	-12	Jun	-12	Jul-		Aug-1	Sep-		Oct-		Nov-1	Dec-	
Exchange	Total Orders Cmpltd	Total Orders Cmpltd		Total Orders Cmpltd	Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd	Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd	Total Orders Cmpltd	
ALMIRA AMES LAKE		 	2		 			2090		2.90		- uje	•	 -	2 0.90		2 aye		 	- cyc
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																				
ELTOPIA																				
EUREKA																				
EWU FALL CITY																				
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 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																				
RAYMOND-LABAM REARDEN																				
RIMROCK																				
ROYAL CITY SNOQUALMIE PASS																				
SOUTH BEND																				
SOUTH PRAIRIE																				
SPANGLE SPRAGUE																				
STARBUCK																				
TIETON																				
TWISP VADER																				
VALLEY																				
VASHON																				
WASHTUCNA WILBUR																				
WILBUR WILSON CREEK																				
WINTHROP																				
YACOLT																				
Monthly percentages																				
completed within 180																				
days																				

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12
Exchange	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result
ALMIRA AMES LAKE											
ARLETTA ASHFORD											
BASIN CITY											
BEAVER BLAKELY ISLAND											
CARNATION											
CATHLAMET CHENEY											
CHEWELAH											
CHINOOK CLALLAM BAY											
CLEARWATER											
COULEE CITY											
COWICHE CRESTON											
CURTIS											
DAVENPORT EAST SOUND											
EDWALL-TYLER											
ELMA ELTOPIA											
EUREKA											
EWU FALL CITY											
FORKS											
FOX ISLAND FRIDAY HARBOR											
SIG 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 DCEAN PARK											
DCOSTA											
DDESSA DRTING											
PACIFIC BEACH											
PACKWOOD PE ELL											
PUGET SOUND											
RAYMOND-LABAM											
REARDEN											
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											

