WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL d/b/a CENTURYLINK 2013

2013	
MEASUREMENTS	Jan-13
Install Commitments	
Commitments Made	1,122
Commitments Missed	24
Excludes	0
Repair Commitments	
Commitments Made	1,435
Commitments Missed	126
Excludes	51
Service Activation - 5 business day 90%	
Total Orders Completed	1,122
Missed Installs	49
% Orders Completed	95.6%
Service Activation - >90 Days 99%	
Total Orders Completed	3,336
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	5,680
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines 4	
Access Lines	114,964
Trouble Tickets	1,214
Trbls per 100 Access Lines	1.1
OOS Cleared within 48 Hours	
OOS Tickets	762
OOS Cleared within 48 Hrs	756
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	60
NOOS Cleared within 72 Hours	
NOOS Tickets	78
NOOS Cleared within 72 Hrs	73
NOOS Cleared > 72 Hrs	5
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 divida CENTRURVLINK Rolling 12 Months Feb 2012 - Jan 2013																								
	Feb	-12	Mar-12 Apr-12 May-12						Ju	n-12	Jul	12	Aug	-12	Sep	-12	Oct	-12	Nov	-12	De	-12	Jan	1-13
Exchange	Total		Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Misse
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BEAVER																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL d/b/a CENTURYLINK Rolling 12 Months Feb 2012 - Jan 2013																								
	Feb-	10	Mar	10	Apr-	10	May-	10	Jun-	10	Jul-	10	Aug	10	Sep-	12	Oct-	40	Nov-	40	Dec	10	Jan	42
Exchange	Total Orders	Held >180	Total	Held >180	Total Orders Cmpltd	Held >180	Total Orders Cmpltd	Held >180		Held >180	Total Orders Cmpltd	Held >180	Total Orders Cmpltd	Held >180		Held >180	Total Orders Cmpltd	Held >180	Total Orders Cmpltd	Held >180	Total Orders	Held >180	Total Orders	Held >180
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Exchange	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	Trbis per 100 AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result
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