

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL d/b/a CENTURYLINK
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%
TrbIs per 100 Access Lines 4	
Access Lines	114,964
Trouble Tickets	1,214
TrbIs 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
 CENTURY TEL d/b/a CENTURYLINK
 Rolling 12 Months Feb 2012 - Jan 2013

Exchange	Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13	
	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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ASHFORD																								
BASIN CITY																								
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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 Feb 2012 - Jan 2013

Exchange	Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13	
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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 Feb 2012 - Jan 2013

Exchange	Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13	
	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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 completed within 180
 days

Jan-13		
Tribes per 100		
AL	Tks	Result
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