

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
 D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR
 2013**

MEASUREMENTS	Jan-13
Install Commitments	
Commitments Made	429
Commitments Missed	11
Excludes	0
Repair Commitments	
Commitments Made	196
Commitments Missed	85
Excludes	6
Service Activation	
Total Orders Completed	429
Missed Installs	28
% Orders Completed	93.5%
Service Activation - >90 Days	
Total Orders Completed	1,232
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days	
Total Orders Completed	2,103
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	53,544
Trouble Tickets	477
Trbls per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	327
OOS Cleared within 48 Hrs	296
OOS Cleared > 48 Hrs	31
OOS in 48 Hrs Excludes	16
NOOS Cleared within 72 Hours	
NOOS Tickets	151
NOOS Cleared within 72 Hrs	141
NOOS Cleared > 72 Hrs	10
NOOS in 72 Hrs Excludes	6
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	Feb-12		Mar-12		Apr-12		May-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								
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								

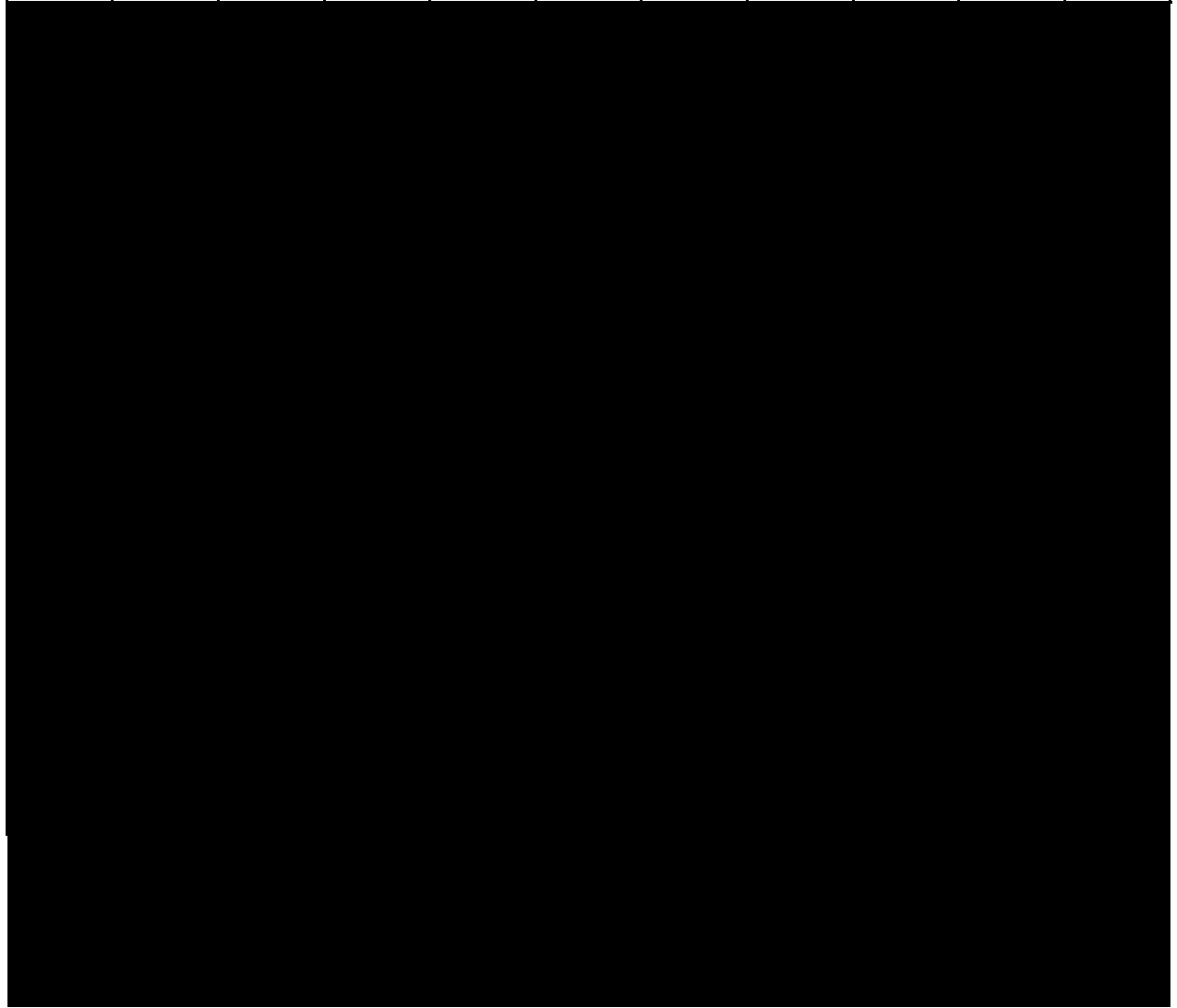
Monthly percentages completed within 90 days

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
 SERVICE ACTIVATION - HELD ORDERS - 90 DAYS
 Telephone Company of the Northwest d/b/a CenturyLink
 2013

Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov
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



e orders not completed by customer requested due date

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/12	Dec-12		Jan-13	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Feb-12		Mar-12		Apr-12		May-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								
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 180 days

Orders Taken = Total New and To/Transfer service orders completed

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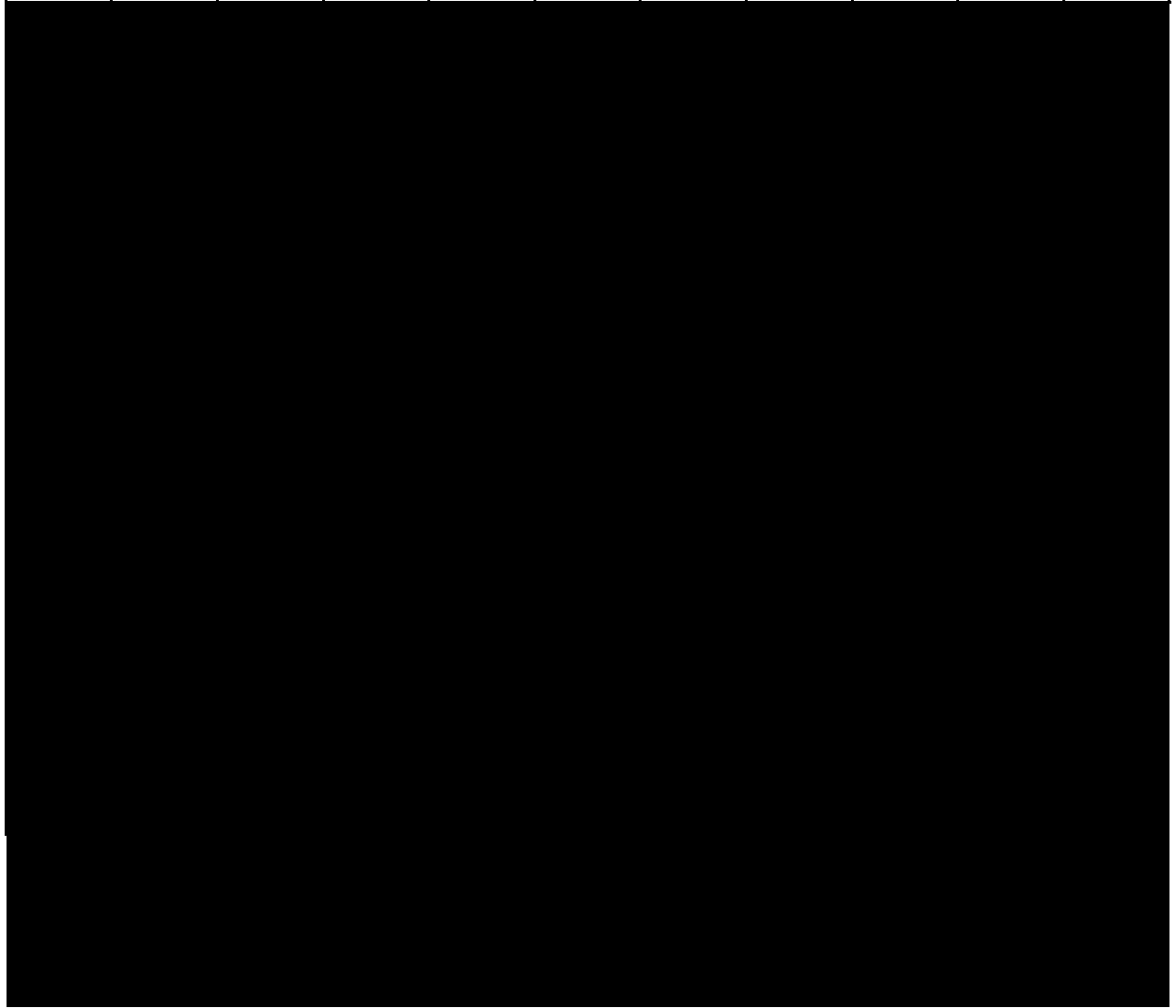
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WASHINGTON QUALITY OF SERVICE REPORT
SERVICE ACTIVATION - HELD ORDERS - 180 DAYS
Telephone Company of the Northwest d/b/a CenturyLink
2013

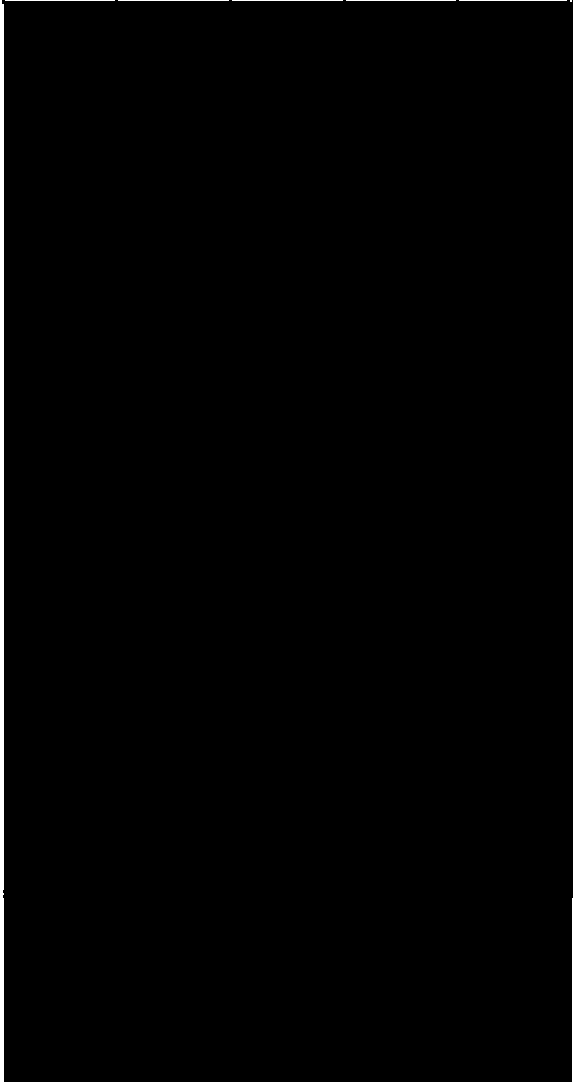
Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd



e orders not completed by customer requested due date

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Nov-12	Dec-12		Jan-13	
Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days



WASHINGTON QUALITY OF SERVICE REPORT
Trouble Reports Per 100 Access Lines
United Telephone Company of the Northwest d/b/a CenturyLink
2013

Exchange	CLLI	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 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	CHMCWA																																				
Columbia	CLMAWA																																				
Dallesport	DLPTWA																																				
Grandview	GDVWVA																																				
Goldendale	GLDLWA																																				
Glenwood	GLWDWA																																				
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Mabton	MBTNWA																																				
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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