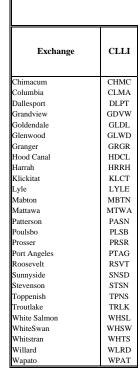
WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2013

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



Monthly percentages completed within five days

Orders Taken = Total New and To/ 5 Day Miss = Total New and To/Ti

| Chimacum ChMC Columbia CLMA Dallesport Grandview Goldendale GlDL Glenwood Granger HDCL Harrah Klickitat LYLE Mabton Mattawa MTWA Patterson PASN Poulsbo PLSB Prosser PRSR Port Angeles Roosevelt Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake White Salmon WHSL White Salmon WHSL White Salmon WHSL Whites Salmon WHSL Whites Salmon WHTS Willard WLRD Orders Cmpltd Orders Cmplt | | | Feb | -12 | Ma | r-12 | Ap | r-12 | May | y-12 |
|--|------------------|------|--------|-----|--------|------|--------|------|--------|------------------|
| 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 Whitestran WHTS Willard WLRD | Exchange | CLLI | Orders | | Orders | | Orders | | Orders | Held > 90 Day |
| 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 | Chimacum | CHMC | | | | | | | | |
| 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 WHSU Whitstran WHTS Willard WLRD | Columbia | CLMA | | | | | | | | |
| 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 | Dallesport | DLPT | | | | | | | | |
| 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 | Grandview | GDVW | | | | | | | | |
| 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 WERD | Goldendale | GLDL | | | | | | | | |
| 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 Willard WLRD | Glenwood | GLWD | | | | | | | | |
| Harrah 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 Willard WLRD | Granger | GRGR | | | | | | | | |
| 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 | Hood Canal | HDCL | | | | | | | | |
| 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 | Harrah | HRRH | | | | | | | | |
| 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 | Klickitat | KLCT | | | | | | | | |
| 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 | Lyle | LYLE | | | | | | | | |
| 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 | Mabton | MBTN | | | | | | | | |
| 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 | Mattawa | MTWA | | | | | | | | |
| 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 | Patterson | PASN | | | | | | | | |
| Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | Poulsbo | PLSB | | | | | | | | |
| Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | Prosser | PRSR | | | | | | | | |
| Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | Port Angeles | PTAG | | | | | | | | |
| Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | | RSVT | | | | | | | | |
| Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | Sunnyside | SNSD | | | | | | | | |
| Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | - | STSN | | | | | | | | |
| Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD | Toppenish | TPNS | | | | | | | | |
| WhiteSwan WHSW Whitstran WHTS Willard WLRD | | TRLK | | | | | | | | |
| Whitstran WHTS Willard WLRD | White Salmon | WHSL | | | | | | | | |
| Willard WLRD | WhiteSwan | WHSW | | | | | | | | |
| Willard WLRD | | | | | | | | | | |
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| wapato wa walio wa walio wa waka wa wa | Wapato | WPAT | | | | | | | | |
| | Monthly | | | | | | | | | |
| · | completed within | | | | | | | | | |
| percentages | 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 ERVICE ACTIVATION - HELD ORDERS - 90 DAYS elephone Company of the Northwest d/b/a CenturyLink 2013

| Jur | า-12 | Jul | -12 | Aug | g-12 | Sep | o-12 | Oc | Nov | |
|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
| Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd |
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| <i>ı</i> -12 | Dec | :-12 | Jan | -13 |
|-------------------|---------------------------|-------------------|---------------------------|-------------------|
| Held > 90 Days | Total Orders Cmpltd | Held > 90 Days | Total Orders Cmpltd | Held > 90 Days |
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| | | Feb |)-12 | Ма | r-12 | Ар | r-12 | Ma | y-12 |
|--|------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|
| Exchange | CLLI | 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 | | | | | | | | | |

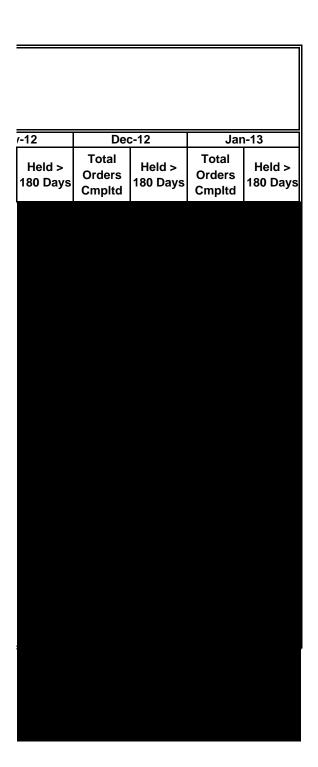
Orders Taken = Total New and To/Transfer service orders completed 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service

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 :RVICE ACTIVATION - HELD ORDERS - 180 DAYS elephone Company of the Northwest d/b/a CenturyLink 2013

| Jui | n-12 | Jul | -12 | Au | g-12 | Se | o-12 | Oc | t-12 | Nov |
|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|
| Total Orders Cmpltd | Held > 180 Days | Total Orders Cmpltd |
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e orders not completed by customer requested due date



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

201

| | | | 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 | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl | Total | Total | Trbl |
| Exchange | | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 | Rpts | Lines | /100 |
| Chimacum | CHMCWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Columbia | CLMAWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dallesport | DLPTWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grandview | GDVWWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Goldendale | GLDLWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Glenwood | GLWDWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Granger | GRGRWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hood Canal | HDCLWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Harrah | HRRHWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Klickitat | KLCTWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lyle | LYLEWA MBTNWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mabton Mattawa | MTWAWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Patterson | PASNWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poulsbo | PLSBWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prosser | PRSRWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Port Angeles | PTAGWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Roosevelt | RSVTWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sunnyside | SNSDWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stevenson | STSNWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Toppenish | TPNSWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Troutlake | TRLKWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White Salmon | WHSLWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WhiteSwan | WHSWWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Whitstran | WHTSWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Willard | WLRDWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wapato | WPATWA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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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