

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

MEASUREMENTS	Feb-13
Install Commitments	
Commitments Made	1,022
Commitments Missed	22
Excludes	0
Repair Commitments	
Commitments Made	973
Commitments Missed	86
Excludes	31
Service Activation - 5 business day 90%	
Total Orders Completed	1,022
Missed Installs	49
% Orders Completed	95.2%
Service Activation - >90 Days 99%	
Total Orders Completed	3,095
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,349
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	114,624
Trouble Tickets	821
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	535
OOS Cleared within 48 Hrs	528
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	155
NOOS Cleared within 72 Hours	
NOOS Tickets	47
NOOS Cleared within 72 Hrs	43
NOOS Cleared > 72 Hrs	4
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 Mar 2012 - Feb 2013

Exchange	Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan
	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd	Missed Installs	Total Orders Cmplt'd
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WINTHROP																									
YACOLT																									

Monthly percentages completed within five days

-13	Feb-13	
Missed Installs	Total Orders Cmpitd	Missed Installs
[REDACTED]		

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Mar 2012 - Feb 2013

Exchange	Jan-12		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	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	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	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	
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Monthly percentages completed within 90 days

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Feb-13	
Total Orders Cmpltd	Held >90 Days

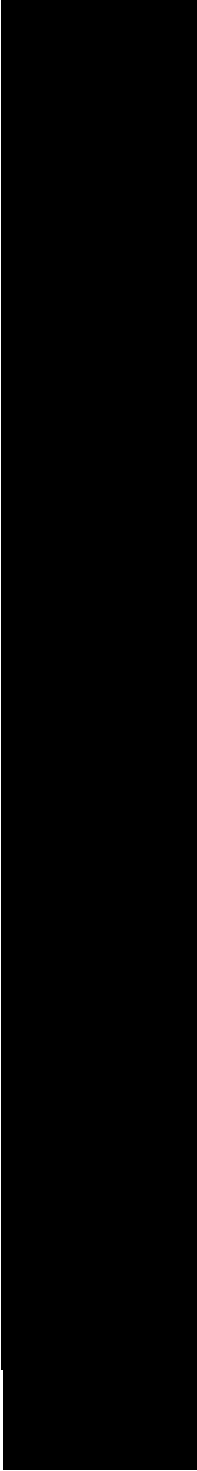
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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Mar 2012 - Feb 2013

Exchange	Jan-12		Feb-12		Mar-12		Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-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	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	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days
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Monthly percentages
 completed within 180
 days

Jan-13		Feb-13	
Total	Held	Total	Held
Orders	>180	Orders	>180
Cmplt'd	Days	Cmplt'd	Days



Feb-13		
Trials per 100		
AL	Txs	Result
[REDACTED]		