WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL d/b/a CENTURYLINK 2013 MEASUREMENTS Feb-13

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%
Trbls per 100 Access Lines 4	
Access Lines	114,624
Trouble Tickets	821
Trbls 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

	Jar Total	-12	Feb-12 Total	Ma Total	r-12	Ap Total	r-12	May Total	-12	Jur Total	1-12	Jul Total	I-12	Aug Total	j-12	Sep-12 Total		Oct- otal	-12	No. Total	r-12	Dec Total	-12	Ja Total
Exchange	Orders	Missed	A Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	0-d M	issed		Missed	Orders	Missed	0-4	Missed	Orders
	Cmpltd	Installs	Cmpltd Installs	Cmpltd		Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd		Cmpltd	Installs	Cmpltd In	stalls Cr	npltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd
ALMIRA AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL COULEE CITY																								
COWICHE																								
CRESTON																								
CURTIS																								
DAVENPORT EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS KAHLOTUS																								
KETTLE FALLS																								
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY LIND																								
LONG BEACH																								
LOPEZ																								
CORNERS																								
MCCLEARY																								
MEDICAL LAKE MESA																								
MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE SPANGLE																								
SPANGLE SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR WILSON CREEK																								
WILSON CREEK WINTHROP																								
YACOLT																								
Monthly																								
percentages																								
completed within five days																								
daya																								

	Feb	
-13 Missed Installs	Total Orders Cmpltd	Missed Install:

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

May-12 Total Held Orders >90 Jun-12
Total Held
Orders >90 Mar-1 Total Orders Jul-12
Total Held
Orders >90
Cmpltd Days Aug-12
Total Held
Orders >90
Cmpltd Days Feb-1 Total Orders Apr-1 Total Orders Sep-12 Total Orders Oct-12 Total Orders Nov-12 Total Orders Dec-12 Total Orders Jan-13 Total Held Orders >90 Held >90 Orders Orders AMESTAKE ASHFORD BASIN CITY BEAVER BLAKELY ISLAND CARNATION CATHLAMET CHENEY CHEWELAH CHINOOK CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELMA ELTOPIA EUREKA EWU FALL CITY FORKS FOX ISLAND RIDAY HARBOR GIG HARBOR GLENOMA HANSVILLE HARRINGTON HUMPTULIPS HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA MINERAL MONTESANO MORTON NEAH BAY NESPELEM NORTH BEND OCEAN PARK OCOSTA ODESSA ORTING PACIFIC BEACH PACKWOOD PE ELL PUGET ISLAND RANDI F RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY NOQUALMIE PASS SOUTH BEND SOUTH PRAIRIE SPANGLE SPRAGUE STARBUCK TIFTON TWISP VADER VALLEY /ASHON WASHTUCNA WILBUR WILSON CREEK WINTHROP YACOLT 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 Mar 2012 - Feb 2013

	Jan-	-12	Feb-12	Ma	r-12	Apr-	12	May-	-12	Jun-	12	Jul-	12	Aug-	-12	Sep-	12	Oct-	12	Nov-	-12	Dec-	12
Exchange	Total	Held					Held		Held	Total	Held	Total	Held		Held		Held	Total	Held		Held	Total	Held
_	Orders Cmpltd				s >180 d Days	Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd				Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd	
ALMIRA	Ompitu	Days	Оприа Ва	ya Ompic	Duys	Ompitu	Duys	Ompita	Duys	Ompitu	Days	Ompita	Duys	Ompitu	Duys	Ompitu	Duys	Ompita	Days	Ompita	Duys	Ompitu	Duys
AMES LAKE																							
ARLETTA																							
ASHFORD																							
BASIN CITY																							
BEAVER BLAKELY ISLAND																							
CARNATION																							
CATHLAMET																							
CHENEY																							
CHEWELAH																							
CHINOOK CLALLAM BAY																							
CLEARWATER																							
CONNELL																							
COULEE CITY																							
COWICHE																							
CRESTON CURTIS																							
DAVENPORT																							
EASTSOUND																							
EDWALL-TYLER																							
ELMA																							
ELTOPIA EUREKA																							
EWU																							
FALL CITY																							
FORKS																							
FOX ISLAND																							
FRIDAY HARBOR																							
GIG HARBOR GLENOMA																							
HANSVILLE																							
HARRINGTON																							
HUMPTULIPS																							
HUNTERS KAHLOTUS																							
KETTLE FALLS																							
KINGSTON																							
LAKE QUINAULT																							
LAKEBAY LIND																							
LONG BEACH																							
LOPEZ																							
MATHEWS CORNERS																							
MCCLEARY MEDICAL LAKE																							
MESA																							
MINERAL																							
MONTESANO																							
MORTON																							
NEAH BAY NESPELEM																							
NORTH BEND																							
OCEAN PARK																							
OCOSTA																							
ODESSA ORTING																							
PACIFIC BEACH																							
PACKWOOD																							
PE ELL																							
PUGET ISLAND																							
RANDLE RAYMOND-LABAM																							
REARDEN																							
RIMROCK																							
RITZVILLE																							
ROYAL CITY SNOQUALMIE PASS																							
SOUTH BEND																							
SOUTH PRAIRIE																							
SPANGLE SPRAGUE																							
SPRAGUE STARBUCK																							
TIETON																							
TWISP																							
VALLEY																							
VALLEY VASHON																							
WASHTUCNA																							
WILBUR																							
WILSON CREEK WINTHROP																							
WINTHROP YACOLT																							
Monthly nov																							
Monthly percentages completed within 180																							
days																							

Jan-	13	Feb-	13
Total	Held	Total Orders	Held
Orders Cmpltd	>180 Days	Orders Cmpltd	>180 Days

| Second Second

