WASHINGTON QUALITY OF SERVICE REPORT SUMMARY United Telephone Company of the Nortwest d/b/a CenturyLink 2013

MEASUREMENTS	Feb-13
Install Commitments	
Commitments Made	351
Commitments Missed	11
Excludes	0
Repair Commitments	
Commitments Made	274
Commitments Missed	28
Excludes	7
Service Activation	
Total Orders Completed	351
Missed Installs	15
% Orders Completed	95.7%
Service Activation - >90 Days	
Total Orders Completed	1,138
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	2,421
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	53,209
Trouble Tickets	250
Trbls per 100 Access Lines	0.5
OOS Cleared within 48 Hours	
OOS Tickets	175
OOS Cleared within 48 Hrs	173
OOS Cleared > 48 Hrs	2
OOS in 48 Hrs Excludes	28
NOOS Cleared within 72 Hours	
NOOS Tickets	75
NOOS Cleared within 72 Hrs	72
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
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

		Jar	1-12	Feb)-12	Ma	r-12	Ар	r-12
Exchange	CLLI	Orders 90 Days C		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									

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

Ma	y-12	Jur	n-12	Ju	l-12	Aug	g-12	Sep)-12	Oct
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd								

:-12	Nov	v-12	Dec	c-12	Jar	า-13	Feb) -13
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days						

		Jar	า-12	Fel	o-12	Ma	r-12	Ар	r-12		
Exchange	CLLI	Orders Held > (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										
<u> </u>	•										
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 SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d/b/a CenturyLink 2013

Ma	y-12	Jur	n-12	Ju	I-12	Aug	g-12	Sep	o-12	Oct
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd								

e orders not completed by customer requested due date

:-12	Nov	v-12	Dec	c-12	Jar	า-13	Feb) -13		
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

			Mar-12			Apr-12			May-12			Jun-12			Jul-12			Aug-12			Sep-12			Oct-12			Nov-12			Dec-12			Jan-13			Feb-13	
		Total	Total	Trbl																																	
Exchange	CLLI	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																																				
Mabton	MBTNWA																																				
Mattawa	MTWAWA																																				
Patterson	PASNWA																																				
Poulsbo	PLSBWA																																				
Prosser	PRSRWA																																				
Port Angeles	PTAGWA																																				
Roosevelt	RSVTWA SNSDWA																																				
Sunnyside	STSNWA																																				
Stevenson	TPNSWA																																				
Toppenish Troutlake	TRLKWA																																				
White Salmon	WHSLWA																																				
WhiteSwan	WHSWWA																																				
Whitstran	WHTSWA																																				
Willard	WLRDWA																																				
Wapato	WPATWA																																				
vvapato	WI ALWA																																				

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