

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

<b>MEASUREMENTS</b>	<b>Feb-13</b>
<b>Install Commitments</b>	
Commitments Made	351
Commitments Missed	11
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	274
Commitments Missed	28
Excludes	7
<b>Service Activation</b>	
Total Orders Completed	351
Missed Installs	15
% Orders Completed	95.7%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,138
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,421
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	99.9%
<b>Trbls per 100 Access Lines</b>	
Access Lines	53,209
Trouble Tickets	250
Trbls per 100 Access Lines	0.5
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	175
OOS Cleared within 48 Hrs	173
OOS Cleared > 48 Hrs	2
OOS in 48 Hrs Excludes	28
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	75
NOOS Cleared within 72 Hrs	72
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	2
<b>Switching</b>	obj met
<b>Blockage</b>	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	Jan-12		Feb-12		Mar-12		Apr-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**  
United Telephone Company of the Northwest d/b/a CenturyLink  
**2013**

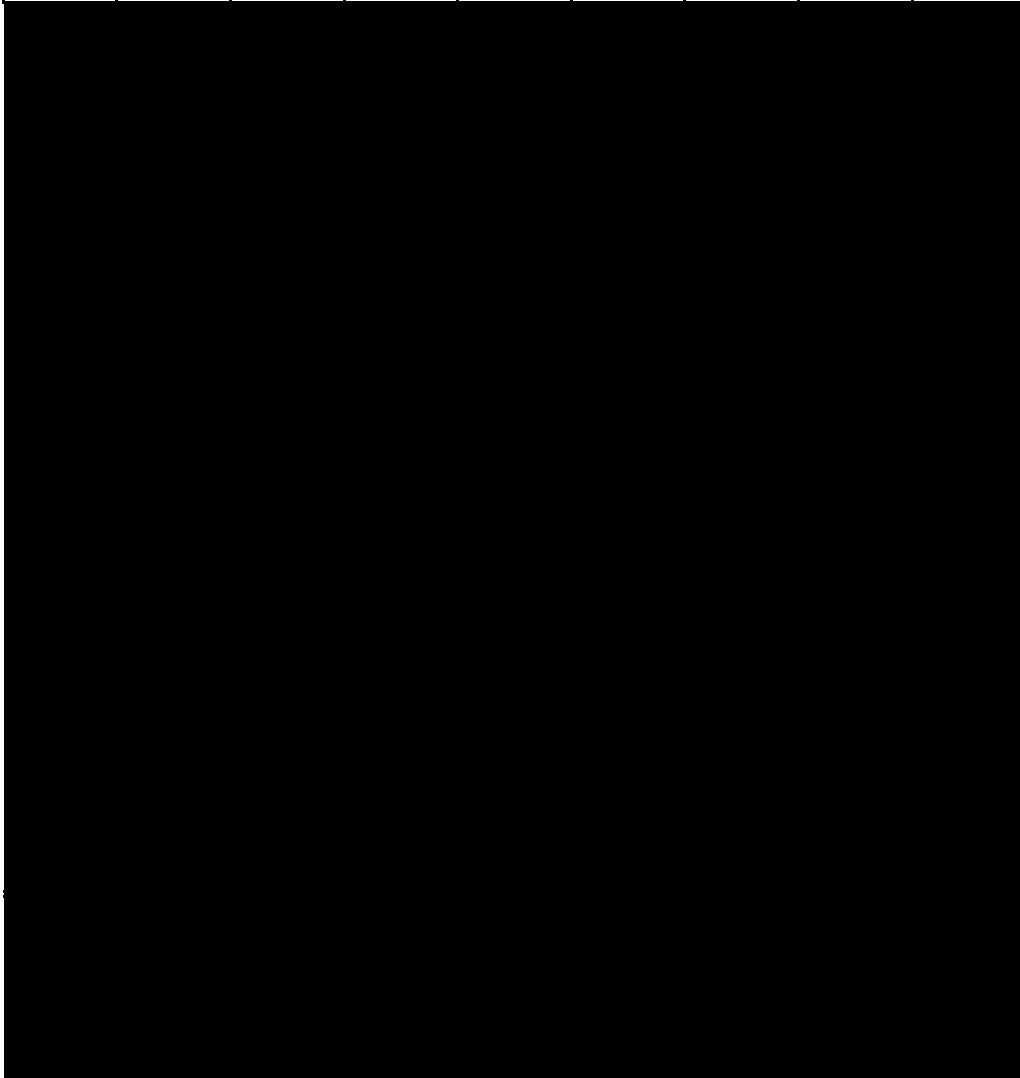
May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd



e orders not completed by customer requested due date

REDACTED  
CONFIDENTIAL PER WAC 480-07-160

-12	Nov-12		Dec-12		Jan-13		Feb-13	
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



--	--	--	--	--	--	--	--	--	--

Exchange	CLLI	Jan-12		Feb-12		Mar-12		Apr-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

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

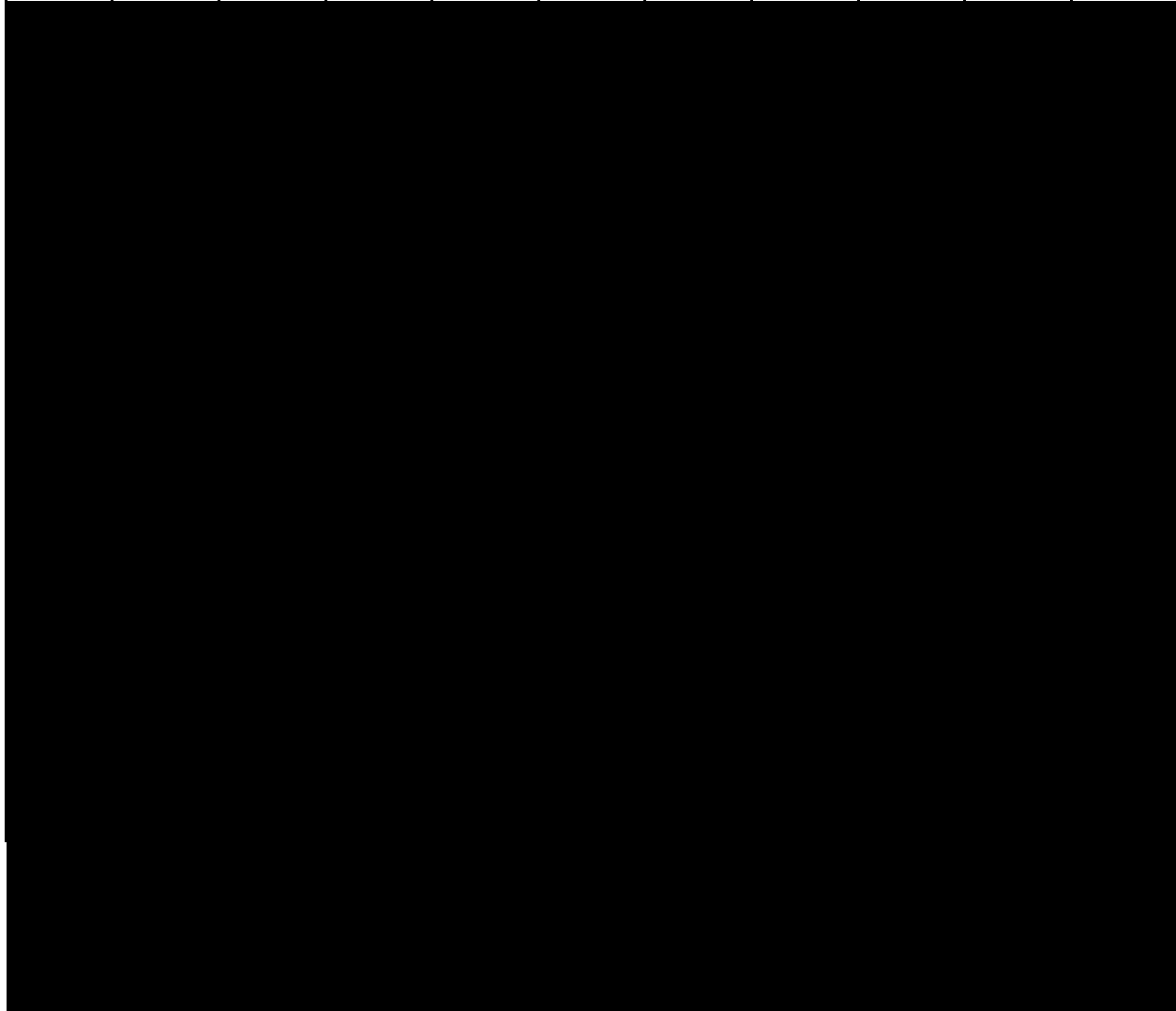
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)

Gardiner will become Port Angeles (PTAG)

Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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

May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct
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

-12	Nov-12		Dec-12		Jan-13		Feb-13	
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

