

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

MEASUREMENTS	Mar-13
Install Commitments	
Commitments Made	1,047
Commitments Missed	17
Excludes	0
Repair Commitments	
Commitments Made	983
Commitments Missed	63
Excludes	45
Service Activation - 5 business day 90%	
Total Orders Completed	1,047
Missed Installs	66
% Orders Completed	93.7%
Service Activation - >90 Days 99%	
Total Orders Completed	3,191
Installs Held Over 90 Days	7
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	6,859
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	114,313
Trouble Tickets	887
TrbIs per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	588
OOS Cleared within 48 Hrs	583
OOS Cleared > 48 Hrs	5
OOS in 48 Hrs Excludes	110
NOOS Cleared within 72 Hours	
NOOS Tickets	55
NOOS Cleared within 72 Hrs	50
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL d/b/a CENTURYLINK
 Rolling 12 Months Apr 2012 - Mar 2013

Exchange	Apr-12		May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-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
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULLEE 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 QUINALT																								
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																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

Monthly percentages completed within 90 days

Mar-13		
Tribes per 100		
AL	Tota	Result
[REDACTED]		