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

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%
Trbls per 100 Access Lines 4	
Access Lines	114,313
Trouble Tickets	887
Trbls 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 5 DAYS CENTURY TEL div/a CENTURY LINK Rolling 12 Months Apr 2012 - MWR 2013																								
	Apr	-12	May	-12	Jur	-12	Ju	-12	Au	g-12	Sep-	-12	Oct	-12	Nov	-12	Dec	-12	Jan	-13	Fet	b-13	Mar	-13
Exchange	Total Orders Cmpltd	Missed Installs	Total Orders Cmpitd	Missed Installs	Total Orders Cmpltd	Missed Installs																		
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RLETTA SHFORD																								
ASIN CITY																								
EAVER																								
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	WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL d/b/a CENTURY/LINK Rolling 12 Months Apr 2012 - Mar 2013																						
Exchange	Apr- Total Orders Cmpltd	Held >90	May Total Orders Cmpltd	Held >90	Jun- Total Orders Cmpltd	Held >90	Jul- Total Orders Cmpltd	Held >90	Aug Total Orders Cmpltd	Held >90	Sep- Total Orders Cmpltd	12 Held >90 Days	Oct-1 Total Orders Cmpltd	2 Held >90 Days	Nov-1 Total Orders Cmpltd	2 Held >90 Days	Dec-1 Total Orders Cmpltd	12 Held >90 Days	Jan- Total Orders Cmpltd	13 Held >90 Days	Feb Total Orders Cmpltd	Held >90	Mar-13 Total Hel Orders >90 Cmpltd Day
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL d/b/a CENTURYLINK Rolling 12 Months Apr 2012 - Mar 2013																								
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Exchange	Apr- Total Orders Cmpltd	Held >180	Orders	Held >180	Jun- Total Orders Cmpltd	Held >180	Jul- Total Orders Cmpltd	Held >180	Aug- Total Orders Cmpltd	Held >180	Sep- Total Orders Cmpltd	Held >180	Oct- Total Orders Cmpltd	Held >180	Nov- Total Orders Cmpltd	Held >180	Dec- Total Orders Cmpltd	Held >180	Jan- Total Orders Cmpltd	Held >180	Feb- Total Orders Cmpltd	Held >180	Mar Total Orders Cmpltd	Held >180
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