

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
CENTURY TEL  
2013**

MEASUREMENTS	Apr-13
<b>Install Commitments</b>	
Commitments Made	1,071
Commitments Missed	21
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	842
Commitments Missed	60
Excludes	34
<b>Service Activation - 5 business day 90%</b>	
Total Orders Completed	1,071
Missed Installs	73
% Orders Completed	93.2%
<b>Service Activation - &gt;90 Days 99%</b>	
Total Orders Completed	3,140
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days 100%</b>	
Total Orders Completed	6,426
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	100.0%
<b>TrbIs per 100 Access Lines 4</b>	
Access Lines	113,878
Trouble Tickets	753
TrbIs per 100 Access Lines	0.7
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	496
OOS Cleared within 48 Hrs	493
OOS Cleared > 48 Hrs	3
OOS in 48 Hrs Excludes	95
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	42
NOOS Cleared within 72 Hrs	35
NOOS Cleared > 72 Hrs	7
NOOS in 72 Hrs Excludes	0
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS  
 CENTURY TEL  
 Rolling 12 Months May 2012 - Apr 2013

Exchange	May-12		Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13	
	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
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AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
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CARNATION																								
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WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

Monthly percentages completed within five days

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 90 Days  
 CENTURY TEL  
 Rolling 12 Months May 2012 - Apr 2013

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	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	
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Monthly percentages  
 completed within 90  
 days

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 180 Days  
 CENTURY TEL  
 Rolling 12 Months May 2012 - Apr 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	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days
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Monthly percentages completed within 180 days

Apr-13	
Total	Held
Orders	>180
Cmplt'd	Days





April 13		
Trials per 100		
AL	Tks	Result
[REDACTED]		