WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL 2013											
MEASUREMENTS	Apr-13										
Install Commitments											
Commitments Made	1,071										
Commitments Missed	21										
Excludes	0										
Repair Commitments	0.40										
Commitments Made	842										
Commitments Missed	60										
Excludes	34										
Service Activation - 5 business day 90%	1 071										
Total Orders Completed Missed Installs	1,071 73										
% Orders Completed	93.2%										
Service Activation - >90 Days 99%	93.270										
Total Orders Completed	3,140										
Installs Held Over 90 Days	6										
% of Orders Completed within 90 Days	99.8%										
Service Activation - >180 Days 100%	00.070										
Total Orders Completed	6,426										
Installs Held Over 180 Days	2										
% of Orders Completed within 180 Days	100.0%										
Trbls per 100 Access Lines 4											
Access Lines	113,878										
Trouble Tickets	753										
Trbls per 100 Access Lines	0.7										
OOS Cleared within 48 Hours											
OOS Tickets	496										
OOS Cleared within 48 Hrs	493										
OOS Cleared > 48 Hrs	3										
OOS in 48 Hrs Excludes	95										
NOOS Cleared within 72 Hours											
NOOS Tickets	42										
NOOS Cleared within 72 Hrs	35										
NOOS Cleared > 72 Hrs	7										
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																							
										Rolling 12	Months Ma	y 2012 - A	opr 2013											
Fuchana	May Total		Jun- Total		Ju Total	I-12	Au Total		Se Total	p-12	Oct- Total		Nov Total		Dec Total		Jar Total		Feb Total		Ma Total		Ap Total	
Exchange	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs
ALMIRA AMES LAKE																								
ARLETTA ASHFORD																								
BASIN CITY																								
BEAVER BLAKELY ISLAND																								
CARNATION																								
CATHLAMET CHENEY																								
CHEWELAH																								
CHINOOK CLALLAM BAY																								
CLEARWATER																								
CONNELL COULEE CITY																								
COWICHE																								
CRESTON CURTIS																								
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FOX ISLAND																								
FRIDAY HARBOR GIG HARBOR																								
GLENOMA																								
HANSVILLE HARRINGTON																								
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TWISP																								
VADER VALLEY																								
VASHON																								
WASHTUCNA																								
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																							
	May	-12	Jun	-12	Jul-1	12	Aug	-12	Sep-1	2	Oct-1	12	Nov-	12	Dec-1	2	Jan-	13	Feb-	13	Mar	-13	Apr-13
Exchange	Total Orders Cmpltd		Orders		Total Orders Cmpltd	Held >90 Davs	Total Orders	Held >90	Total Orders	Held >90	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd		Total Orders Cmpltd	Held >90 Davs	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total He Orders > Cmpltd Da
ALMIRA													_					- /-					
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CRESTON																							
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WILBUR WILSON CREEK																							
WINTHROP																							
YACOLT																							
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-1 Total Orders Cmpltd	Held >180	May Total Orders Cmpltd	Held >180	Jur Total Orders Cmpltd	Held >180		Held >180	Tota Order	ug-12 I Held rs >180 td Days	Sep- Total Orders Cmpltd	Held >180	Oct- Total Orders Cmpltd	Held >180	Nov-1 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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Monthly percentages completed within 180																								
days																								



WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL Rolling 12 Months May 2012 - Apr 2013													
	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		
Exchange	Trbis per 100	Trbis per 100	Trbis per 100	Trbis per 100	Trbis per 100	Trbls per 100 AL Tkts Result	Trbis per 100	Trbis per 100	Trbis per 100	Trbis per 100	Trbis per 100 AL Tkts Resul		
ALMIRA	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL INS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Result	AL TRIS Resu		
AMES LAKE ARLETTA													
ASHFORD													
BASIN CITY BEAVER													
BLAKELY ISLAND													
CARNATION													
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WILSON CREEK													
WINTHROP YACOLT													

