

**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T141 - CenturyTel of Washington

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of installation credits - Residence	Res				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Installation Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of installation credits - Business	Bus				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Out-of-Service Repair Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of Missed Commitment Credits	Res				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Number of Out-of-Service Not Cleared in 24-48 Hours	Res										
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res										
Number of Out-of-Service Not Cleared in 48 Hours	Res										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Number of Out-of-Service Not Cleared in 7 Days	Res										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res										
Out-of-Service Repair Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of Missed Commitment Credits	Bus				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus										
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus										
Number of Out-of-Service Not Cleared in 48 Hours	Bus										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Number of Out-of-Service Not Cleared in 7 Days	Bus										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus										
Grand Total of Service Guarantee Credits					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Nov	Dec	YTD
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

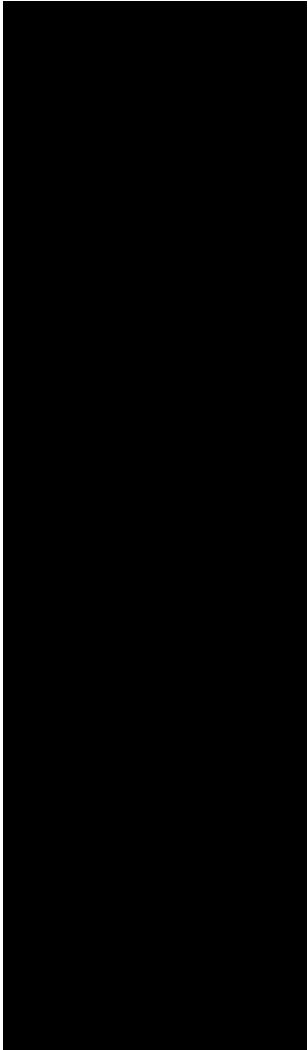
CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T142 - CenturyTel of Inter-Island

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of installation credits - Residence	Res										
Installation Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of installation credits - Business	Bus										
Out-of-Service Repair Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of Missed Commitment Credits	Res										
Number of Out-of-Service Not Cleared in 24-48 Hours	Res										
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res										
Number of Out-of-Service Not Cleared in 48 Hours	Res										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res										
Number of Out-of-Service Not Cleared in 7 Days	Res										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res										
Out-of-Service Repair Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of Missed Commitment Credits	Bus										
Number of Out-of-Service Not Cleared in 24-48 Hours	Bus										
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus										
Number of Out-of-Service Not Cleared in 48 Hours	Bus										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus										
Number of Out-of-Service Not Cleared in 7 Days	Bus										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus										
Grand Total of Service Guarantee Credits											

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Nov Dec YTD



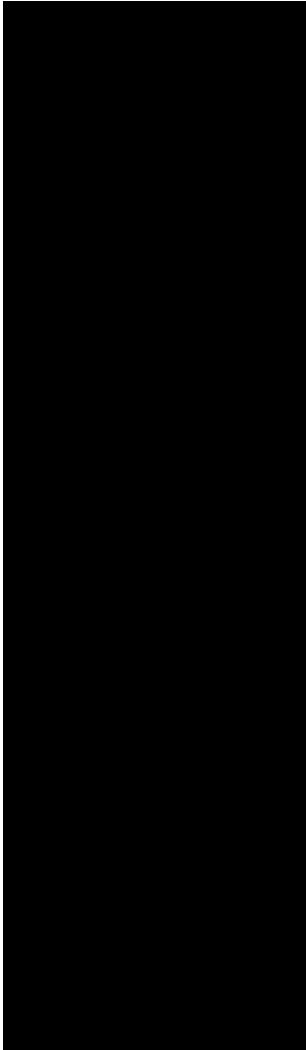
CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Company T143 - CenturyTel of Cowiche

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of installation credits - Residence	Res										
Installation Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of installation credits - Business	Bus										
Out-of-Service Repair Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of Missed Commitment Credits	Res										
Number of Out-of-Service Not Cleared in 24-48 Hours	Res										
Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res										
Number of Out-of-Service Not Cleared in 48 Hours	Res										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res										
Number of Out-of-Service Not Cleared in 7 Days	Res										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res										
Out-of-Service Repair Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of Missed Commitment Credits	Bus										
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Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus										
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Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus										
Number of Out-of-Service Not Cleared in 7 Days	Bus										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus										
Grand Total of Service Guarantee Credits											

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Nov Dec YTD



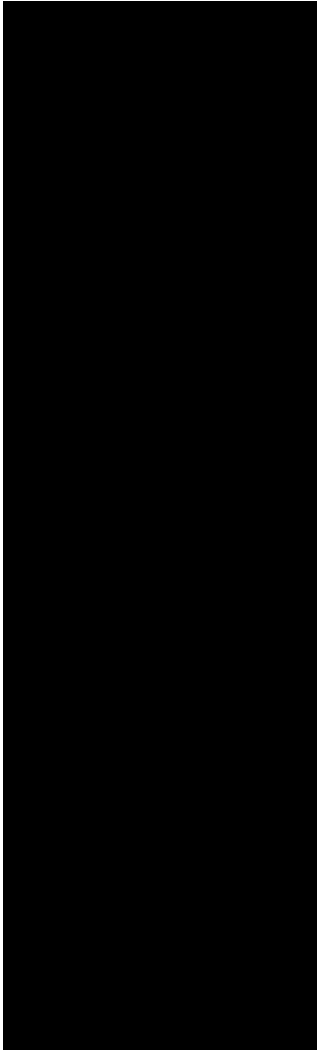
**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

Company T876 - United Telephone Company of the Northwest

	Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
Total amount of installation credits - Residence	Res										
Installation Credits - Business											
Number of Scheduled Appointments	Bus										
Number of Scheduled Appointments missed due to Company reasons	Bus										
Number of Scheduled Commitments	Bus										
Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of installation credits - Business	Bus										
Out-of-Service Repair Credits - Residence											
Number of Scheduled Appointments	Res										
Number of Scheduled Appointments missed due to Company reasons	Res										
Number of Scheduled Commitments	Res										
Number of Scheduled Commitments missed due to Company reasons	Res										
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Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res										
Number of Out-of-Service Not Cleared in 7 Days	Res										
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Out-of-Service Repair Credits - Business											
Number of Scheduled Appointments	Bus										
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Number of Scheduled Commitments missed due to Company reasons	Bus										
Total amount of Missed Commitment Credits	Bus										
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Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Bus										
Number of Out-of-Service Not Cleared in 48 Hours	Bus										
Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus										
Number of Out-of-Service Not Cleared in 7 Days	Bus										
Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus										
Grand Total of Service Guarantee Credits											

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Nov Dec YTD



**CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS**

CENTURYLINK WASHINGTON TOTAL

		Res/ Bus	Jan	Feb	Mar	Apr	May	Jun	Jul
Installation Credits - Residence									
	Number of Scheduled Appointments	Res							
	Number of Scheduled Appointments missed due to Company reasons	Res							
	Number of Scheduled Commitments	Res							
	Number of Scheduled Commitments missed due to Company reasons	Res							
	Total amount of installation credits - Residence	Res							
Installation Credits - Business									
	Number of Scheduled Appointments	Bus							
	Number of Scheduled Appointments missed due to Company reasons	Bus							
	Number of Scheduled Commitments	Bus							
	Number of Scheduled Commitments missed due to Company reasons	Bus							
	Total amount of installation credits - Business	Bus							
Out-of-Service Repair Credits - Residence									
	Number of Scheduled Appointments	Res							
	Number of Scheduled Appointments missed due to Company reasons	Res							
	Number of Scheduled Commitments	Res							
	Number of Scheduled Commitments missed due to Company reasons	Res							
	Total amount of Missed Commitment Credits	Res							
	Number of Out-of-Service Not Cleared in 24-48 Hours	Res							
	Total amount of pro-rata credits for Out-of-Service Not Cleared in 24-48 Hours	Res							
	Number of Out-of-Service Not Cleared in 48 Hours	Res							
	Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Res							
	Number of Out-of-Service Not Cleared in 7 Days	Res							
	Total amount of credits for Out-of-Service Not Cleared in 7 Days	Res							
Out-of-Service Repair Credits - Business									
	Number of Scheduled Appointments	Bus							
	Number of Scheduled Appointments missed due to Company reasons	Bus							
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	Total amount of credits for Out-of-Service Not Cleared in 48 Hours	Bus							
	Number of Out-of-Service Not Cleared in 7 Days	Bus							
	Total amount of credits for Out-of-Service Not Cleared in 7 Days	Bus							
	Grand Total of Service Guarantee Credits								

CENTURYLINK WASHINGTON
CUSTOMER SERVICE GUARANTEE PROGRAM CREDITS

Aug Sep Oct Nov Dec YTD

