WASHINGTON QUALITY OF SERVICE REPORT SUMMARY ID TELEPHONE COMPANY OF THE NORTHWEST d/b/a CENTUR 2013

MEASUREMENTS	Apr-13
Install Commitments	
Commitments Made	306
Commitments Missed	9
Excludes	0
Repair Commitments	
Commitments Made	336
Commitments Missed	37
Excludes	0
Service Activation	
Total Orders Completed	306
Missed Installs	16
% Orders Completed	94.8%
Service Activation - >90 Days	
Total Orders Completed	1,027
Installs Held Over 90 Days	1
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days	
Total Orders Completed	2,238
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines	
Access Lines	52,721
Trouble Tickets	286
Trbls per 100 Access Lines	0.5
OOS Cleared within 48 Hours	
OOS Tickets	226
OOS Cleared within 48 Hrs	221
OOS Cleared > 48 Hrs	5
OOS in 48 Hrs Excludes	46
NOOS Cleared within 72 Hours	
NOOS Tickets	55
NOOS Cleared within 72 Hrs	55
NOOS Cleared > 72 Hrs	0
NOOS in 72 Hrs Excludes	3
Switching	obj met
Blockage	obj met

Exchange CLLI Chimacum CHMC Columbia CLMA DLPT Dallesport Grandview GDVW Goldendale GLDL Glenwood GLWD Granger GRGR Hood Canal HDCL Harrah HRRH Klickitat KLCT LYLE Lyle Mabton MBTN MTWA Mattawa Patterson PASN Poulsbo PLSB PRSR Prosser Port Angeles PTAG Roosevelt RSVT Sunnyside SNSD Stevenson STSN Toppenish TPNS Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD Wapato WPAT

Monthly percentages completed within five days

Orders Taken = Total New and To/ 5 Day Miss = Total New and To/Ti

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		May	<i>y</i> -12	Jur	1-12	Jul	-12	Aug	g-12
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days						
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
Klickitat	KLCT								
Lyle	LYLE								
Mabton	MBTN								
Mattawa	MTWA								
Patterson	PASN								
Poulsbo	PLSB								
Prosser	PRSR								
Port Angeles	PTAG								
Roosevelt	RSVT								
Sunnyside	SNSD								
Stevenson	STSN								
Toppenish	TPNS								
Troutlake	TRLK								
White Salmon	WHSL								
WhiteSwan	WHSW								
Whitstran	WHTS								
Willard	WLRD								
Wapato	WPAT								
Monthly percentages completed within 90 days									

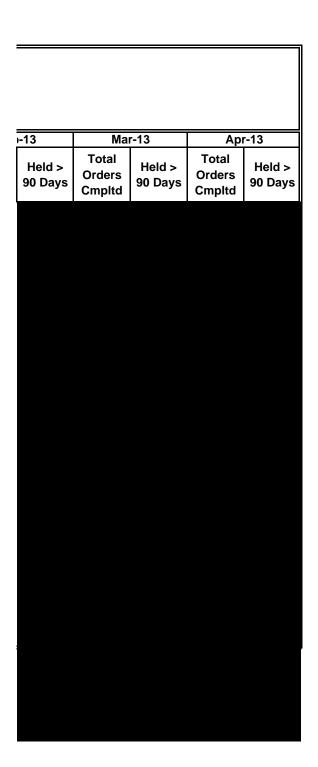
Orders Taken = Total New and To/Transfer service orders completed

5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes servic

Rate Center Consolidation February 19-20, 2005: Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish Mabton (MBTN) and Bickleton (BCTN) will become Mabton Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL) Gardiner will become Port Angeles (PTAG) Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT ERVICE ACTIVATION - HELD ORDERS - 90 DAYS lephone Company of the Northwest d/b/a CENTURYLINK 2013

Sep	o-12	Oct	t-12	No	v-12	Dec	c-12	Jar	Feb			
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd										
		-		-		-		-		-		



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		Ma	y-12	Jur	า-12	Ju	l-12	Au	g-12				
Exchange	CLLI	Total Orders Cmpltd	Held > 180 Days										
Chimacum	CHMC												
Columbia	CLMA												
Dallesport	DLPT												
Grandview	GDVW												
Goldendale	GLDL												
Glenwood	GLWD												
Granger	GRGR												
Hood Canal	HDCL												
Harrah	HRRH												
Klickitat	KLCT												
Lyle	LYLE												
Mabton	MBTN												
Mattawa	MTWA												
Patterson	PASN												
Poulsbo	PLSB												
Prosser	PRSR												
Port Angeles	PTAG												
Roosevelt	RSVT												
Sunnyside	SNSD												
Stevenson	STSN												
Toppenish	TPNS												
Troutlake	TRLK												
White Salmon	WHSL												
WhiteSwan	WHSW												
Whitstran	WHTS												
Willard	WLRD												
Wapato	WPAT												
Monthly percentages completed within 180 days													

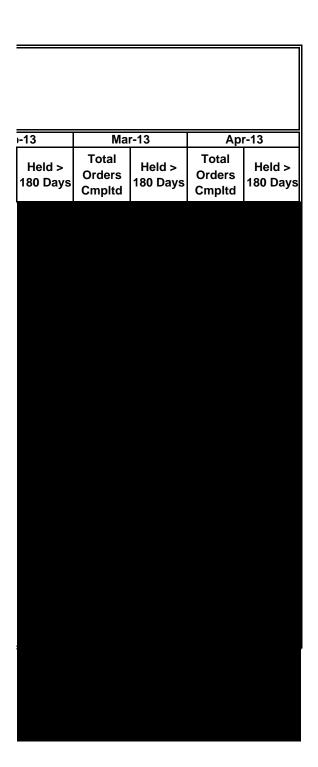
Orders Taken = Total New and To/Transfer service orders completed 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes service

Rate Center Consolidation February 19-20, 2005:
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT :RVICE ACTIVATION - HELD ORDERS - 180 DAYS lephone Company of the Northwest d/b/a CENTURYLINK 2013

Sep	p-12	Oc	t-12	No	v-12	Dec	c-12	Jar	Feb		
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd									
		-		-		-		-		-	

e orders not completed by customer requested due date



WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d/b/a CENTURYLINK 2013

		May-12 Jun-12				Jul-12 Aug-12					Sep-12					Nov-12				Jan-13			Feb-13			Mar-13											
		Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl
Exchange	CLLI	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
Chimacum	CHMCWA																																				
Columbia	CLMAWA																																				
Dallesport	DLPTWA																																				
Grandview	GDVWWA																																				
Goldendale	GLDLWA																																				
Glenwood	GLWDWA																																				
Granger	GRGRWA																																				
Hood Canal	HDCLWA																																				
Harrah	HRRHWA																																				
Klickitat	KLCTWA																																				
Lyle	LYLEWA																																				
Mabton	MBTNWA																																				
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Poulsbo	PLSBWA																																				
Prosser	PRSRWA																																				
Port Angeles	PTAGWA																																				
Roosevelt	RSVTWA																																				
Sunnyside	SNSDWA																																				
Stevenson	STSNWA																																				
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Willard	WLRDWA																																				
Wapato	WPATWA																																				
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Total Reports = Total regulated initial and repeat trouble reports received Total Access Lines = Total access lines in service
Trouble Per 100 A.L. = Trouble report per 100 access line ratio