

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

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

Exchange	CLLI
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 five  
days**

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

Exchange	CLLI	May-12		Jun-12		Jul-12		Aug-12	
		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	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								

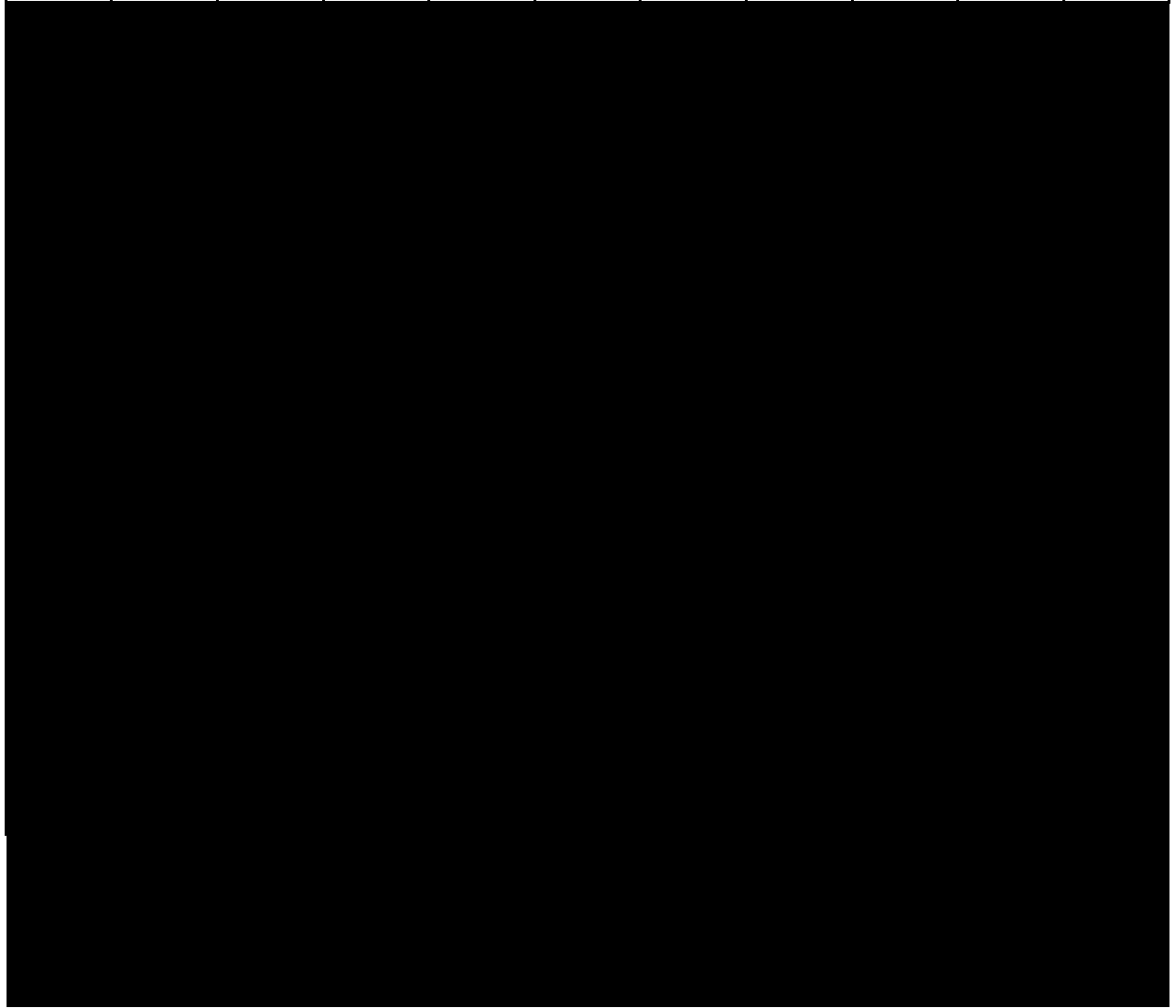
Monthly percentages completed within 90 days

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**  
**Telephone Company of the Northwest d/b/a CENTURYLINK**  
**2013**

Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb
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

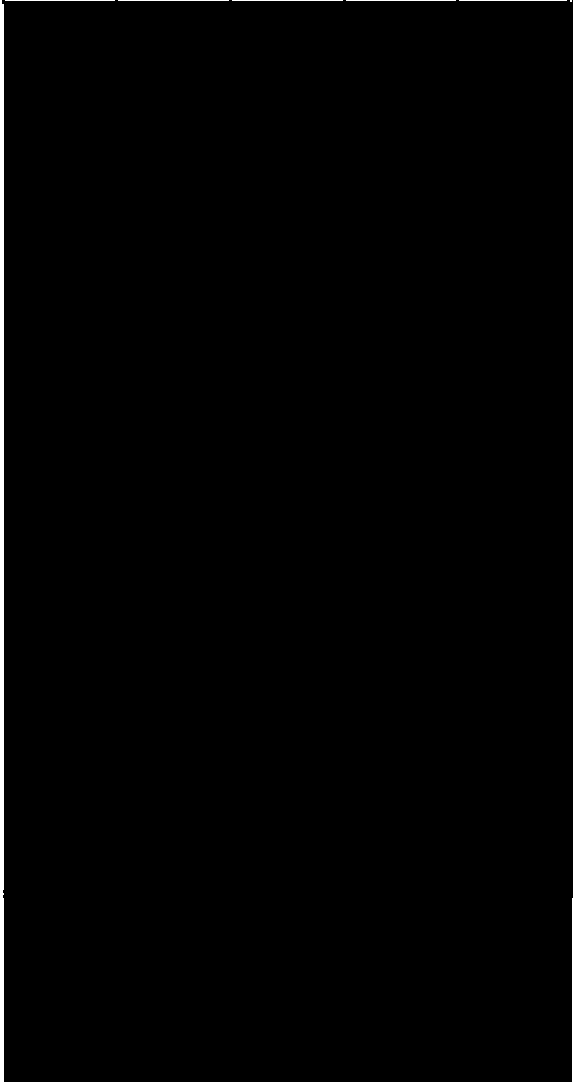


e orders not completed by customer requested due date

REDACTED  
CONFIDENTIAL PER WAC 480-07-160

--	--	--	--	--

<b>-13</b>	<b>Mar-13</b>		<b>Apr-13</b>	
<b>Held &gt; 90 Days</b>	<b>Total Orders Cmpltd</b>	<b>Held &gt; 90 Days</b>	<b>Total Orders Cmpltd</b>	<b>Held &gt; 90 Days</b>



Exchange	CLLI	May-12		Jun-12		Jul-12		Aug-12	
		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	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 servic

Rate Center Consolidation February 19-20, 2005:

Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish

Mabton (MBTN) and Bickleton (BCTN) will become Mabton

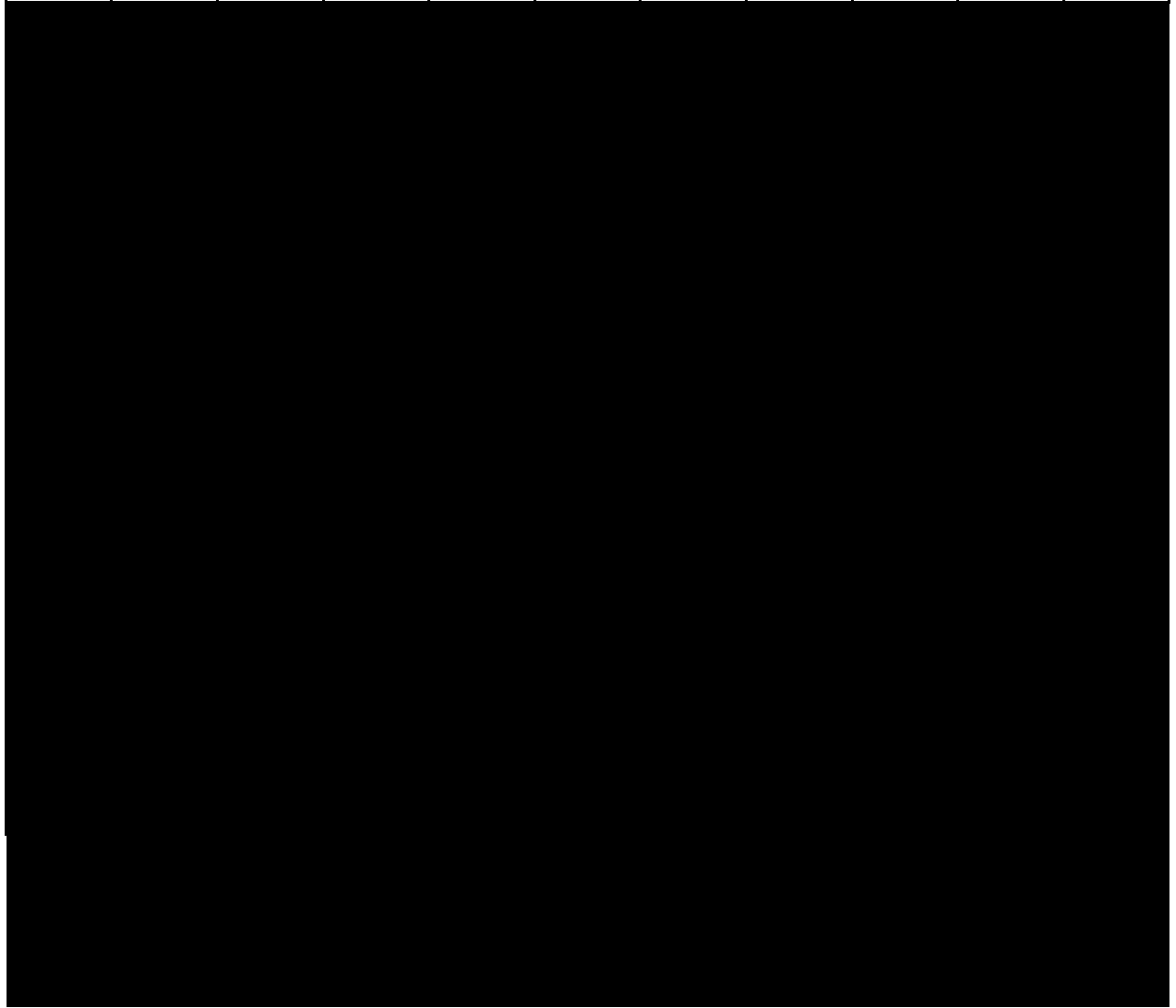
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)

Gardiner will become Port Angeles (PTAG)

Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

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

Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb
Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd



e orders not completed by customer requested due date

--	--	--	--	--

<b>-13</b>	<b>Mar-13</b>		<b>Apr-13</b>	
<b>Held &gt; 180 Days</b>	<b>Total Orders Cmpltd</b>	<b>Held &gt; 180 Days</b>	<b>Total Orders Cmpltd</b>	<b>Held &gt; 180 Days</b>

