

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL D/B/A CENTURYLINK
2013**

MEASUREMENTS	May-13
Install Commitments	
Commitments Made	1,141
Commitments Missed	1,111
Excludes	0
Repair Commitments	
Commitments Made	862
Commitments Missed	67
Excludes	44
Service Activation - 5 business day 90%	
Total Orders Completed	1,141
Missed Installs	101
% Orders Completed	91.1%
Service Activation - >90 Days 99%	
Total Orders Completed	3,259
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	6,354
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	113,421
Trouble Tickets	832
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	549
OOS Cleared within 48 Hrs	543
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	60
NOOS Cleared within 72 Hours	
NOOS Tickets	208
NOOS Cleared within 72 Hrs	206
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	9
Switching	obj met
Blockage	obj met

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Jun 2012 - May 2013

Exchange	Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-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
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
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CONNELL																								
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EDWALL-TYLER																								
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FALL CITY																								
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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 D/B/A CENTURYLINK
 Rolling 12 Months Jun 2012 - May 2013

Exchange	Jun-12		Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13	
	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 D/B/A CENTURYLINK
 Rolling 12 Months Jun 2012 - May 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	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	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	Held >180 Days	Total Orders Cmpltd	Held >180 Days
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Monthly percentages
 completed within 180
 days

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



May 13		
Tribes per 100		
AL	Tets	Result
[REDACTED]		