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% Trbls per 100 Access Lines 4 Access Lines 113,421 **Trouble Tickets** 832 Trbls 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** 208 **NOOS Tickets** 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 Apr-13 Total Orders Cmpltd Missed Installs Nov-12 Total Orders Cmpltd Missed Installs Mar-13 Total Orders Cmpltd Missed Installs Sep-12 Total Orders Cmpltd Missed Installs Dec-12 Aug-12 Oct-12 Jan-13 Feb-13 Jun-12 Jul-12 May-13 Total Orders Cmpltd Missed Installs Total Orders Cmpltd Missed Installs Jan-13 Total Orders Cmpltd Missed Installs Exchange ALMIRA AMES LAWE AMES LAWE AMES LAWE AMES LAWE ASHFORD BASIN CITY BESIN CITY CHEWELAH CHINOOK CLALLAMB MAY CULEARWATER CONNELL COULEE CITY COWICHE CRESTON CURRISTON CONTROL CONTR

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 ALMIRA AMES LAKE ARLETTA ASHFORD BASIN CITY	Jun- Total Orders Cmpltd	Held T	rders >	eld Tota 90 Orde		Total Orders Cmpltd	Held >90	Oct-1 Total Orders Cmpltd	Held >90 Days	Nov-1 Total Orders Cmpltd	Held >90 Days	Dec-1 Total Orders Cmpltd	Held >90	Jan-1 Total Orders Cmpltd	Held >90	Orders	Held >90		Held >90	Apr- Total Orders Cmpltd	Held >90	May-1 Total Orders Cmpltd	Held >90 Days
ALMIRA AMES LAKE ARLETTA ASHFORD		>90 O										Orders											
AMES LAKE ARLETTA ASHFORD	Cmpltd	Days C	mpltd Da	ys Cmpl	td Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Davs	Cmpltd	Davs	Cmpltd	Davs	Cmpltd	Days
AMES LAKE ARLETTA ASHFORD															_	_	_				_	_	,-
ARLETTA ASHFORD																							
ASHFORD																							
BEAVER																							
BLAKELY ISLAND																							
CARNATION																							
CATHLAMET																							
CHENEY																							
CHEWELAH																							
CHINOOK																							
CLALLAM BAY																							
CLEARWATER																							
CONNELL																							
COULEE CITY																							
COWICHE																							
CRESTON																							
CURTIS																							
DAVENPORT																							
EASTSOUND																							
EDWALL-TYLER																							
ELMA																							
ELTOPIA																							
EUREKA EWU																							
FALL CITY																							
FORKS																							
FOX ISLAND																							
FRIDAY HARBOR																							
GIG HARBOR																							
GLENOMA																							
HANSVILLE																							
HARRINGTON																							
HUMPTULIPS																							
HUNTERS																							
KAHLOTUS																							
KETTLE FALLS KINGSTON																							
LAKE QUINAULT																							
LAKE QUINAULT LAKEBAY																							
LIND																							
LONG BEACH																							
LOPEZ																							
MATHEWS CORNER	RS																						
MCCLEARY																							
MEDICAL LAKE																							
MESA																							
MINERAL																							
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MORTON																							
NEAH BAY																							
NESPELEM																							
NORTH BEND OCEAN PARK																							
OCOSTA																							
ODESSA																							
ORTING																							
PACIFIC BEACH																							
PACKWOOD																							
PE ELL																							
PUGET ISLAND																							
RANDLE																							
RAYMOND-LABAM																							
REARDEN																							
RIMROCK																							
RITZVILLE ROYAL CITY																							
ROYAL CITY SNOQUALMIE PASS																							
SOUTH BEND																							
SOUTH PRAIRIE																							
SPANGLE																							
SPRAGUE																							
STARBUCK																							
TIETON																							
TWISP																							
VADER																							
VALLEY																							
VASHON																							
WASHTUCNA																							
WILBUR WILSON CREEK																							
WILSON CREEK WINTHROP																							
WILSON CREEK																							

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

Sep-12 Total He Oct-12 Total H Mar-13 Total Held Orders >180 Jun-12 Total Held Jul-12 Total H Aug-12 Total Held Jan-13 Total Held Apr-13 Total Held Exchange Orders >180 Cmpltd Days >180 Orders >180 Orders >180 Days Cmpltd Days Cmpltd Days Orders >180 Cmpltd Days Orders >180 AMES LAKE ARLETTA ASHFORD BASIN CITY BEAVER BLAKELY ISLAND CARNATION CATHLAMET CHENEY CHEWELAH CHINOOK CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TYLER ELMA ELTOPIA EUREKA EWU FALL CITY FORKS FOX ISLAND FRIDAY HARBOR GIG HARBOR GI ENOMA HANSVILLE HARRINGTON HUMPTULIPS HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA MINERAL MONTESANO MORTON NEAH BAY NESPELEM NORTH BEND OCEAN PARK OCOSTA ODESSA ORTING PACIFIC BEACH PACKWOOD PE ELL PUGET ISLAND RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SOUTH BEND SOUTH PRAIRIE SPANGLE SPRAGUE STARBUCK TIETON TWISP VADER VALLEY /ASHON WASHTUCNA WILBUR WILSON CREEK WINTHROP YACOLT Monthly percentages completed within 180

May-13
Total Held
Orders >180
Cmpltd Days

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