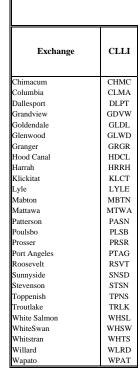
#### WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR 2013

MEASUREMENTS	May-13
Install Commitments  Commitments Made	357
Commitments Made  Commitments Missed	348
Excludes	0
Repair Commitments	
Commitments Made	556
Commitments Missed	53
Excludes	3
Service Activation	
Total Orders Completed	357
Missed Installs	30
% Orders Completed	91.6%
Service Activation - >90 Days	
Total Orders Completed	1,033
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	0.474
Total Orders Completed	2,171 0
Installs Held Over 180 Days % of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	100.078
Access Lines	52,408
Trouble Tickets	415
Trbls per 100 Access Lines	0.8
OOS Cleared within 48 Hours	0.0
OOS Tickets	296
OOS Cleared within 48 Hrs	290
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	142
NOOS Cleared within 72 Hours	
NOOS Tickets	102
NOOS Cleared within 72 Hrs	101
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	1
Switching	obj met
Blockage	obj met



Monthly percentages completed within five days

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

#### SI <u>United Tel</u>

		Jur	n-12	Jul	-12	Aug	g-12	Sep	<b>)-12</b>
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								
<u> </u>	•								
Monthly percentages completed within 90 days									

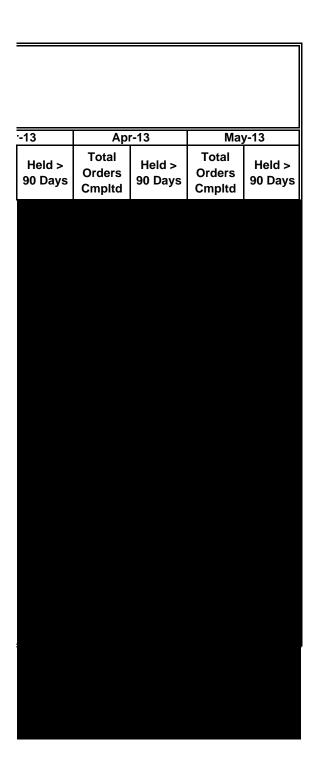
Orders Taken = Total New and To/Transfer service orders completed

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

Oc	t-12	Nov	/-12	Dec	c-12	Jar	n-13	Feb	Mar			
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd										
		-		-		-		-		-		



SE <u>United Te</u>

		Jur	n-12	Ju	l-12	Aug	g-12	Se	<b>)-12</b>
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

Ос	t-12	Nov	v-12	De	c-12	Jar	า-13	Fel	Mar			
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

20	

		2013																																			
			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	Total	Trbl		Total	Trbl	Total	Total	Trbl	Total	Total	Trbl		Total		Total	Total	Trbl	Total	Total			Total				Trbl									
Exchange	CLLI		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 Dallesport	CLMAWA DLPTWA																																				
Grandview	GDVWWA																																				
Goldendale	GLDLWA																																				
Glenwood	GLWDWA																																				
Granger	GRGRWA																																				
Hood Canal	HDCLWA																																				
Harrah	HRRHWA																																				
Klickitat	KLCTWA																																				
Lyle	LYLEWA																																				
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WhiteSwan Whitstran	WHSWWA WHTSWA																																				
Willard	WLRDWA																																				
Wapato	WPATWA																																				
1																																					

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