

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
CENTURY TEL d/b/a CENTURYLINK  
2013**

<b>MEASUREMENTS</b>	<b>May-13</b>
<b>Install Commitments</b>	
Commitments Made	1,141
Commitments Missed	30
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	862
Commitments Missed	67
Excludes	44
<b>Service Activation - 5 business day 90%</b>	
Total Orders Completed	1,141
Missed Installs	101
% Orders Completed	91.1%
<b>Service Activation - &gt;90 Days 99%</b>	
Total Orders Completed	3,259
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days 100%</b>	
Total Orders Completed	6,354
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
<b>TrbIs per 100 Access Lines 4</b>	
Access Lines	113,421
Trouble Tickets	832
TrbIs per 100 Access Lines	0.7
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	549
OOS Cleared within 48 Hrs	543
OOS Cleared > 48 Hrs	6
OOS in 48 Hrs Excludes	60
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	208
NOOS Cleared within 72 Hrs	206
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	9
<b>Switching</b>	obj met
<b>Blockage</b>	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
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AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
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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

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	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]		