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

2013	
MEASUREMENTS	Jun-13
Install Commitments	
Commitments Made	1,185
Commitments Missed	23
Excludes	0
Repair Commitments	
Commitments Made	882
Commitments Missed	98
Excludes	48
Service Activation - 5 business day 90%	
Total Orders Completed	1,185
Missed Installs	81
% Orders Completed	93.2%
Service Activation - >90 Days 99%	
Total Orders Completed	3,447
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	6,588
Installs Held Over 180 Days	6
% of Orders Completed within 180 Days	99.9%
Trbls per 100 Access Lines 4	
Access Lines	112,929
Trouble Tickets	781
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	474
OOS Cleared within 48 Hrs	460
OOS Cleared > 48 Hrs	14
OOS in 48 Hrs Excludes	131
NOOS Cleared within 72 Hours	
NOOS Tickets	231
NOOS Cleared within 72 Hrs	226
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	11
Switching	obj met
Blockage	obj met

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	Jul	-12	Aug	-12	Se	p-12	Oc	t-12	No	v-12	Dec	-12	Jan	-13	Feb	-13	Mai	-13	Apr	-13	May	y-13	Jur	1-13
Exchange	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed
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