

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL D/B/A CENTURYLINK
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%
TrbIs per 100 Access Lines 4	
Access Lines	112,929
Trouble Tickets	781
TrbIs 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

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

Exchange	Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13	
	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs	Total Orders Cmplt	Missed Installs
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AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
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CARNATION																								
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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 Jul 2012 - Jun 2013

Exchange	Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-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 Jul 2012 - Jun 2013

Exchange	Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13	
	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days	Total Orders	Held >180 Days
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Monthly percentages
 completed within 180
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Jun-13		
Tribes per 100		
AL	Tets	Result
[REDACTED]		