## 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 |

|  |        |          |        |          |        |          |        |          | SER              | SHINGTON<br>VICE ACTI<br>CENTUR'<br>Rolling 12 | VATION - | HELD ORD    | ERS 5 DA | RT<br>IYS |                  |          |                  |          |        |          |        |          |        |          |
|--|--------|----------|--------|----------|--------|----------|--------|----------|------------------|--|----------|-------------|----------|-----------|------------------|----------|------------------|----------|--------|----------|--------|----------|--------|----------|
|  | 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   |
| Exchange                                     | Orders | Installs |        | Installs | Orders | Installs | Orders | Installs | Orders<br>Cmpltd | Installs                                       | Orders   | In the Hard | Orders   | Installs  | Orders<br>Cmpltd | Installs | Orders<br>Cmpltd | Installs | Orders | Installs | Orders | Installs | Orders | Installs |
| ALMIRA                                       | Cmpltd |          | Cmpltd |          | Cmpltd |          | Cmpltd |          | unpitd           |  | Cmpltd   |             | Cmpltd   |           | cmpitd           |          | Cimpled          |          | Cmpltd |          | Cmpltd |          | Cmpltd |          |
| AMES LAKE                                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ARLETTA                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ASHFORD<br>BASIN CITY                        |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| BASIN CITY<br>BEAVER                         |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| BLAKELY ISLAND                               |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CARNATION                                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CATHLAMET                                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CHENEY                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CHINOOK                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CLALLAM BAY                                  |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CLEARWATER                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CONNELL<br>COULEE CITY                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| COWICHE                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CRESTON                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CURTIS                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| DAVENPORT                                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| EASTSOUND<br>EDWALL-TYLER                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| EDWALL-TYLER<br>ELMA                         |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ELTOPIA                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| EUREKA                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| EWU  |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| FALL CITY<br>FORKS                           |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| FOX ISLAND                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| FRIDAY HARBOR                                |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| GIG HARBOR                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| GLENOMA<br>HANSVILLE                         |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| HARRINGTON                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| HUMPTULIPS                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| HUNTERS                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| KAHLOTUS                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| KETTLE FALLS                                 |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| LAKE QUINAULT                                |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| AKEBAY                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| LIND   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| LONG BEACH                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| CORNERS                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| MCCLEARY                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| MEDICAL LAKE                                 |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| MESA   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| MINERAL                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| MONTESANO<br>MORTON                          |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| NEAH BAY                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| NESPELEM                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| NORTH BEND                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| DCEAN PARK<br>DCOSTA                         |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ODESSA                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ORTING                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| PACIFIC BEACH                                |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| PACKWOOD<br>PE ELL                           |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| PE ELL<br>PUGET ISLAND                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| RANDLE                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| RAYMOND-LABAM                                |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| REARDEN                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| RIMROCK<br>RITZVILLE                         |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| ROYAL CITY                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| SNOQUALMIE PASS                              |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| SOUTH BEND                                   |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| SOUTH PRAIRIE<br>SPANGLE                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| SPANGLE                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| STARBUCK                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| TIETON                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| TWISP  |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| VADER<br>VALLEY                              |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| VALLEY<br>VASHON                             |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| WASHTUCNA                                    |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| WILBUR                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| WILSON CREEK                                 |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| WINTHROP                                     |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| YACOLT                                       |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| Monthly                                      |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
|  |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| percentages                                  |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |
| percentages<br>completed within<br>live days |        |          |        |          |        |          |        |          |                  |  |          |             |          |           |                  |          |                  |          |        |          |        |          |        |          |

|                               |                  |            |              |             |                |             |                  |             | ERVICE AC        | CTIVAT<br>URY TI | JALITY OF<br>ION - HELD<br>EL D/B/A CI<br>onths Jul 20 | ORDE        | RS - 90 Da<br>YLINK |            |                  |             |                  |             |               |             |                  |             |                  |             |
|-------------------------------|------------------|------------|--------------|-------------|----------------|-------------|------------------|-------------|------------------|------------------|--|-------------|---------------------|------------|------------------|-------------|------------------|-------------|---------------|-------------|------------------|-------------|------------------|-------------|
| _                             | Jul-<br>Total    | 12<br>Held | Aug<br>Total | -12<br>Held | Sep-1<br>Total | 2<br>Held   | Oct-1<br>Total   | 2<br>Held   | Nov-1<br>Total   | 12<br>Held       | Dec-   | 12<br>Held  | Jan-<br>Total       | 13<br>Held | Feb-<br>Total    | 13<br>Held  | Mar-<br>Total    | 13<br>Held  | Apr-<br>Total | 13<br>Held  | May-1<br>Total   | 13<br>Held  | Jun-<br>Total    | 13<br>Held  |
| Exchange                      | Orders<br>Cmpltd | >90        | Orders       | >90         | Orders         | >90<br>Days | Orders<br>Cmpltd | >90<br>Days | Orders<br>Cmpltd | >90<br>Days      | Orders   | >90<br>Days | Orders<br>Cmpltd    |            | Orders<br>Cmpltd | >90<br>Days | Orders<br>Cmpltd | >90<br>Days | Orders        | >90<br>Days | Orders<br>Cmpltd | >90<br>Days | Orders<br>Cmpltd | >90<br>Days |
| ALMIRA<br>AMES LAKE           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| ARLETTA                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| ASHFORD<br>BASIN CITY         |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| BEAVER                        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| BLAKELY ISLAND<br>CARNATION   |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CATHLAMET                     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CHENEY<br>CHEWELAH            |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CHINOOK                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CLALLAM BAY<br>CLEARWATER     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CONNELL                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| COULEE CITY<br>COWICHE        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CRESTON                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| CURTIS<br>DAVENPORT           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| EASTSOUND                     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| EDWALL-TYLER<br>ELMA          |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| ELTOPIA                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| EUREKA<br>EWU                 |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| FALL CITY                     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| FORKS<br>FOX ISLAND           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| FRIDAY HARBOR                 |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| GIG HARBOR<br>GLENOMA         |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| HANSVILLE                     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| HARRINGTON<br>HUMPTULIPS      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| HUNTERS                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| KAHLOTUS                      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| KETTLE FALLS<br>KINGSTON      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| LAKE QUINAULT                 |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| LAKEBAY<br>LIND               |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| LONG BEACH                    |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| LOPEZ<br>MATHEWS CORNERS      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| MCCLEARY                      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| MEDICAL LAKE<br>MESA          |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| MINERAL                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| MONTESANO<br>MORTON           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| NEAH BAY                      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| NESPELEM<br>NORTH BEND        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| OCEAN PARK                    |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| OCOSTA<br>ODESSA              |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| ORTING                        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| PACIFIC BEACH<br>PACKWOOD     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| PE ELL                        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| PUGET ISLAND<br>RANDLE        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| RAYMOND-LABAM                 |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| REARDEN<br>RIMROCK            |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| RITZVILLE                     |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| ROYAL CITY<br>SNOQUALMIE PASS |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| SOUTH BEND                    |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| SOUTH PRAIRIE<br>SPANGLE      |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| SPRAGUE                       |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| STARBUCK<br>TIETON            |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| TWISP                         |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| VADER<br>VALLEY               |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| VASHON                        |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| WASHTUCNA<br>WILBUR           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| WILSON CREEK                  |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| WINTHROP<br>YACOLT            |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| U                             |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
|                               |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| Monthly percentages           |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
| completed within 90<br>days   |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |
|                               |                  |            |              |             |                |             |                  |             |                  |                  |  |             |                     |            |                  |             |                  |             |               |             |                  |             |                  |             |

|                              |          |          |                   |             |            |               |             | RS - 180 Days<br>YLINK |        |             |        |             |           |            |        |
|------------------------------|----------|----------|-------------------|-------------|------------|---------------|-------------|------------------------|--------|-------------|--------|-------------|-----------|------------|--------|
|                              | Jul-12   |          | Nug 12            | Sep-12      | Oct-12     | Nov-12        | Dec-12      | Jan-13                 | Feb-1  | 2 Ma        | r-13   | Apr-13      | May-13    | h.         | n-13   |
|                              |          | Held Tot | Aug-12<br>al Held | Total Held  |            |               |             | Total Held             |        | Held Total  |        | Total Held  |           | eld Total  |        |
| Exchange                     | Orders   |          | ers >180          |             |            |               |             | Orders >180            | Orders |             | >180   | Orders >180 |           |            | >180   |
| ALMIRA                       | Cmpltd I | Days Cmp | oltd Days         | Cmpltd Days | Cmpltd Day | s Cmpltd Days | Cmpltd Days | Cmpltd Days            | Cmpltd | Days Cmplto | d Days | Cmpltd Days | Cmpltd Da | ays Cmplto | d Days |
| AMES LAKE                    |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ARLETTA                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ASHFORD<br>BASIN CITY        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| BEAVER                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| BLAKELY ISLAND               |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CARNATION<br>CATHLAMET       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CHENEY                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CHEWELAH                     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CHINOOK                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CLALLAM BAY<br>CLEARWATER    |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CONNELL                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| COULEE CITY                  |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| COWICHE<br>CRESTON           |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| CURTIS                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| DAVENPORT                    |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
|                              |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| EDWALL-TYLER<br>ELMA         |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ELTOPIA                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| EUREKA                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| EWU<br>FALL CITY             |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| FORKS                        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| FOX ISLAND                   |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| FRIDAY HARBOR                |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| GIG HARBOR<br>GLENOMA        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| HANSVILLE                    |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| HARRINGTON                   |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| HUMPTULIPS<br>HUNTERS        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| KAHLOTUS                     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| KETTLE FALLS                 |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
|                              |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| LAKE QUINAULT<br>LAKEBAY     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| LIND                         |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| LONG BEACH                   |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| LOPEZ<br>MATHEWS CORNERS     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| MCCLEARY                     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| MEDICAL LAKE                 |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| MESA                         |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| MINERAL<br>MONTESANO         |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| MORTON                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| NEAH BAY                     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| NESPELEM<br>NORTH BEND       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| OCEAN PARK                   |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| OCOSTA                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ODESSA<br>ORTING             |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| PACIFIC BEACH                |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| PACKWOOD                     |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| PE ELL<br>PUGET ISLAND       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| RANDLE                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| RAYMOND-LABAM                |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| REARDEN                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| RIMROCK<br>RITZVILLE         |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ROYAL CITY                   |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| SNOQUALMIE PASS              |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| SOUTH BEND<br>SOUTH PRAIRIE  |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| SPANGLE                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| SPRAGUE                      |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| STARBUCK<br>TIETON           |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| TWISP                        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| VADER                        |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| VALLEY                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| VASHON<br>WASHTUCNA          |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| WILBUR                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| WILSON CREEK                 |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| WINTHROP<br>YACOLT           |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| INCULI                       |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
|                              |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
|                              |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| Monthly percentages          |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| completed within 180<br>days |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |
| ···                          |          |          |                   |             |            |               |             |                        |        |             |        |             |           |            |        |

|                               |                |                |                |                                 | TRO            | GTON QUALITY OF SERVICE RI<br>DUBLES PER 100 ACCESS LINE<br>NTURY TEL D/B/A CENTURYLIN<br>ng 12 Months Jul 2012 - Jun 20 | is<br>ik       |                                 |                |                |                                 |
|-------------------------------|----------------|----------------|----------------|---------------------------------|----------------|--|----------------|---------------------------------|----------------|----------------|---------------------------------|
| -                             | Jul-12         | Aug-12         | Sep-12         | Oct-12                          | Nov-12         | Dec-12   | Jan-13         | Feb-13                          | Mar-13         | Apr-13         | May-13                          |
| Exchange                      | Trbls per 100  | Trbls per 100  | Trbls per 100  | Trbls per 100<br>AL Tkts Result | Trbls per 100  | Trbls per 100  | Trbis per 100  | Trbis per 100<br>AL Tkts Result | Trbls per 100  | Trbls per 100  | Trbis per 100<br>AL Tkts Result |
| ALMIRA                        | AL IKts Result | AL IKIS Result | AL IKIS RESULT | AL IKIS Result                  | AL INTS RESULT | AL IKIS Result   | AL IKIS Result | AL IKIS Result                  | AL IKIS Result | AL IKIS Result | AL IKIS Result                  |
| AMES LAKE                     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| ARLETTA<br>ASHFORD            |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| BASIN CITY                    |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| BEAVER<br>BLAKELY ISLAND      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CARNATION                     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CATHLAMET<br>CHENEY           |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CHEWELAH                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CHINOOK                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CLALLAM BAY<br>CLEARWATER     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CONNELL                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| COULEE CITY<br>COWICHE        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CRESTON                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| CURTIS                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| DAVENPORT<br>EAST SOUND       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| EDWALL-TYLER                  |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| ELMA<br>ELTOPIA               |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| EUREKA                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| EWU                           |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| FALL CITY<br>FORKS            |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| FOX ISLAND                    |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| FRIDAY HARBOR<br>GIG HARBOR   |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| GLENOMA                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| HANSVILLE<br>HARRINGTON       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| HARRINGTON                    |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| HUNTERS                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| KAHLOTUS<br>KETTLE FALLS      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| KINGSTON                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| LAKE QUINAULT<br>LAKEBAY      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| LIND                          |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| LONG BEACH                    |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| LOPEZ<br>MATHEWS CORNER       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| MCCLEARY                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| MEDICAL LAKE                  |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| MESA<br>MINERAL               |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| MONTESANO                     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| MORTON<br>NEAH BAY            |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| NESPELEM                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| NORTHBEND<br>OCEAN PARK       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| OCOSTA                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| ODESSA                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| ORTING<br>PACIFIC BEACH       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| PACKWOOD                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| PE ELL<br>PUGET ISLAND        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| RANDLE                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| RAYMOND-LABAM<br>REARDEN      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| RIMROCK                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| RITZVILLE                     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| ROYAL CITY<br>SNOQUALMIE PASS |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| SNOQUALMIE RIDGE              |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| SOUTH BEND                    |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| SOUTH PRAIRIE<br>SPANGLE      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| SPRAGUE                       |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| STARBUCK<br>TIETON            |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| TWISP                         |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| VADER                         |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| VALLEY<br>VASHON              |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| WASHTUCNA                     |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| WILBUR<br>WILSON CREEK        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| WINTHROP                      |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
| YACOLT                        |                |                |                |                                 |                |  |                |                                 |                |                |                                 |
|                               |                |                |                |                                 |                |  |                |                                 |                |                |                                 |

