

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

MEASUREMENTS	Jul-13
Install Commitments	
Commitments Made	1,322
Commitments Missed	26
Excludes	0
Repair Commitments	
Commitments Made	1,076
Commitments Missed	146
Excludes	39
Service Activation - 5 business day 90%	
Total Orders Completed	1,322
Missed Installs	94
% Orders Completed	92.9%
Service Activation - >90 Days 99%	
Total Orders Completed	3,675
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	6,788
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	112,491
Trouble Tickets	963
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	669
OOS Cleared within 48 Hrs	652
OOS Cleared > 48 Hrs	17
OOS in 48 Hrs Excludes	122
NOOS Cleared within 72 Hours	
NOOS Tickets	246
NOOS Cleared within 72 Hrs	244
NOOS Cleared > 72 Hrs	2
NOOS in 72 Hrs Excludes	23
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 Aug 2012 - Jul 2013

Exchange	Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-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																								
BLAKELY ISLAND																								
CARNATION																								
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WINTHROP																								
YACOLT																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Aug 2012 - Jul 2013

Exchange	Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-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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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	Aug-12		Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-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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July 13		
Tribes per 100		
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