

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
 ED TELEPHONE COMPANY OF THE NORTHWEST DBA CENTUR
 2013**

MEASUREMENTS	Jul-13
Install Commitments	
Commitments Made	399
Commitments Missed	13
Excludes	0
Repair Commitments	
Commitments Made	380
Commitments Missed	74
Excludes	4
Service Activation	
Total Orders Completed	399
Missed Installs	31
% Orders Completed	92.2%
Service Activation - >90 Days	
Total Orders Completed	1,125
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.6%
Service Activation - >180 Days	
Total Orders Completed	2,152
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	51,864
Trouble Tickets	333
Trbls per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	251
OOS Cleared within 48 Hrs	236
OOS Cleared > 48 Hrs	15
OOS in 48 Hrs Excludes	40
NOOS Cleared within 72 Hours	
NOOS Tickets	74
NOOS Cleared within 72 Hrs	69
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	0
Switching	obj met
Blockage	obj met

Exchange	CLLI
Chimacum	CHMC
Columbia	CLMA
Dallesport	DLPT
Grandview	GDVW
Goldendale	GLDL
Glenwood	GLWD
Granger	GRGR
Hood Canal	HDCL
Harrah	HRRH
Klickitat	KLCT
Lyle	LYLE
Mabton	MBTN
Mattawa	MTWA
Patterson	PASN
Poulsbo	PLSB
Prosser	PRSR
Port Angeles	PTAG
Roosevelt	RSVT
Sunnyside	SNSD
Stevenson	STSN
Toppenish	TPNS
Troutlake	TRLK
White Salmon	WHSL
WhiteSwan	WHSW
Whitstran	WHTS
Willard	WLRD
Wapato	WPAT

**Monthly percentages
completed within five
days**

Orders Taken = Total New and To/
5 Day Miss = Total New and To/Ti

Exchange	CLLI	Aug-12		Sep-12		Oct-12		Nov-12	
		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
Klickitat	KLCT								
Lyle	LYLE								
Mabton	MBTN								
Mattawa	MTWA								
Patterson	PASN								
Poulsbo	PLSB								
Prosser	PRSR								
Port Angeles	PTAG								
Roosevelt	RSVT								
Sunnyside	SNSD								
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Troutlake	TRLK								
White Salmon	WHSL								
WhiteSwan	WHSW								
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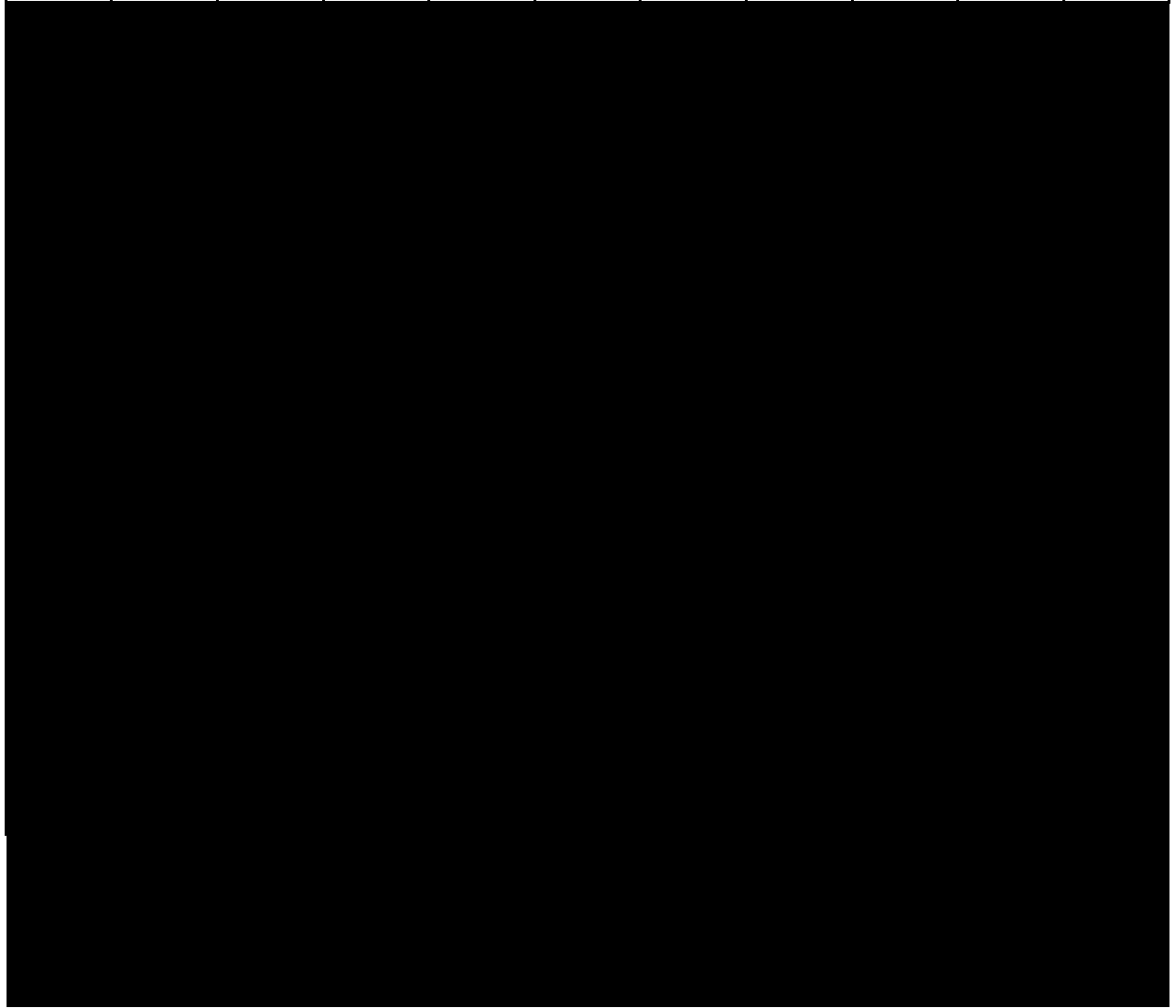
Monthly percentages completed within 90 days

Orders Taken = Total New and To/Transfer service orders completed
 5 Day Miss = Total New and To/Transfer service orders not completed within 5 business days. Total includes servic

Rate Center Consolidation February 19-20, 2005:
Toppenish (TPNS) and Zillah (ZLLH) will become Toppenish
Mabton (MBTN) and Bickleton (BCTN) will become Mabton
Brinnon (BRNN) and Quilcene (QLCN) will become Hood Canal (HDCL)
Gardiner will become Port Angeles (PTAG)
Dallesport (DLPT) and Wishram (WSHR) will become Dallesport

WASHINGTON QUALITY OF SERVICE REPORT
ERVICE ACTIVATION - HELD ORDERS - 90 DAYS
Telephone Company of the Northwest d/b/a CENTURYLINK
2013

Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May
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

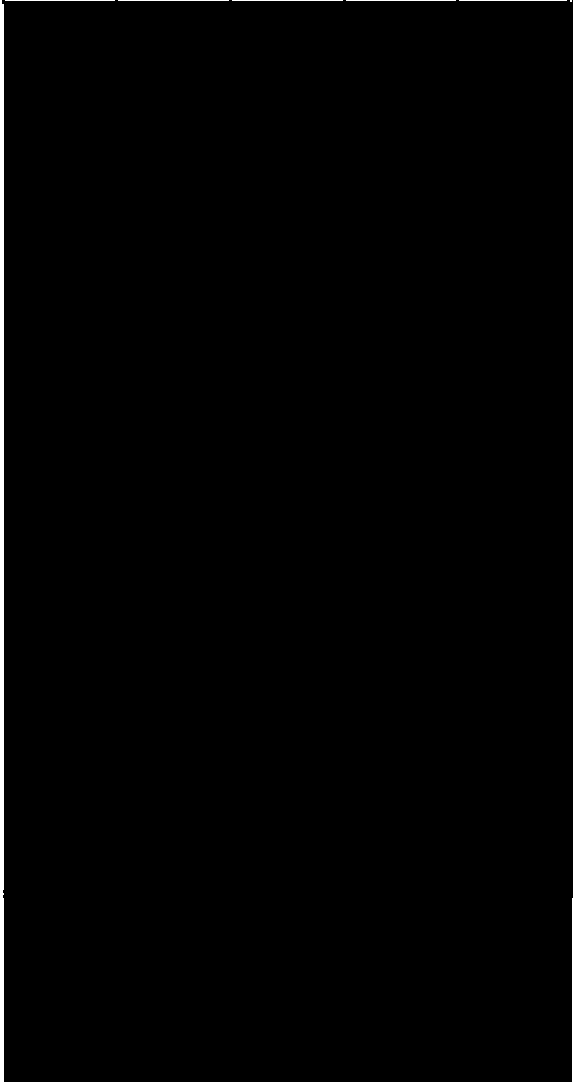


e orders not completed by customer requested due date

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-13	Jun-13		Jul-13	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Aug-12		Sep-12		Oct-12		Nov-12	
		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
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Troutlake	TRLK								
White Salmon	WHSL								
WhiteSwan	WHSW								
Whitstran	WHTS								
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Monthly percentages completed within 180 days

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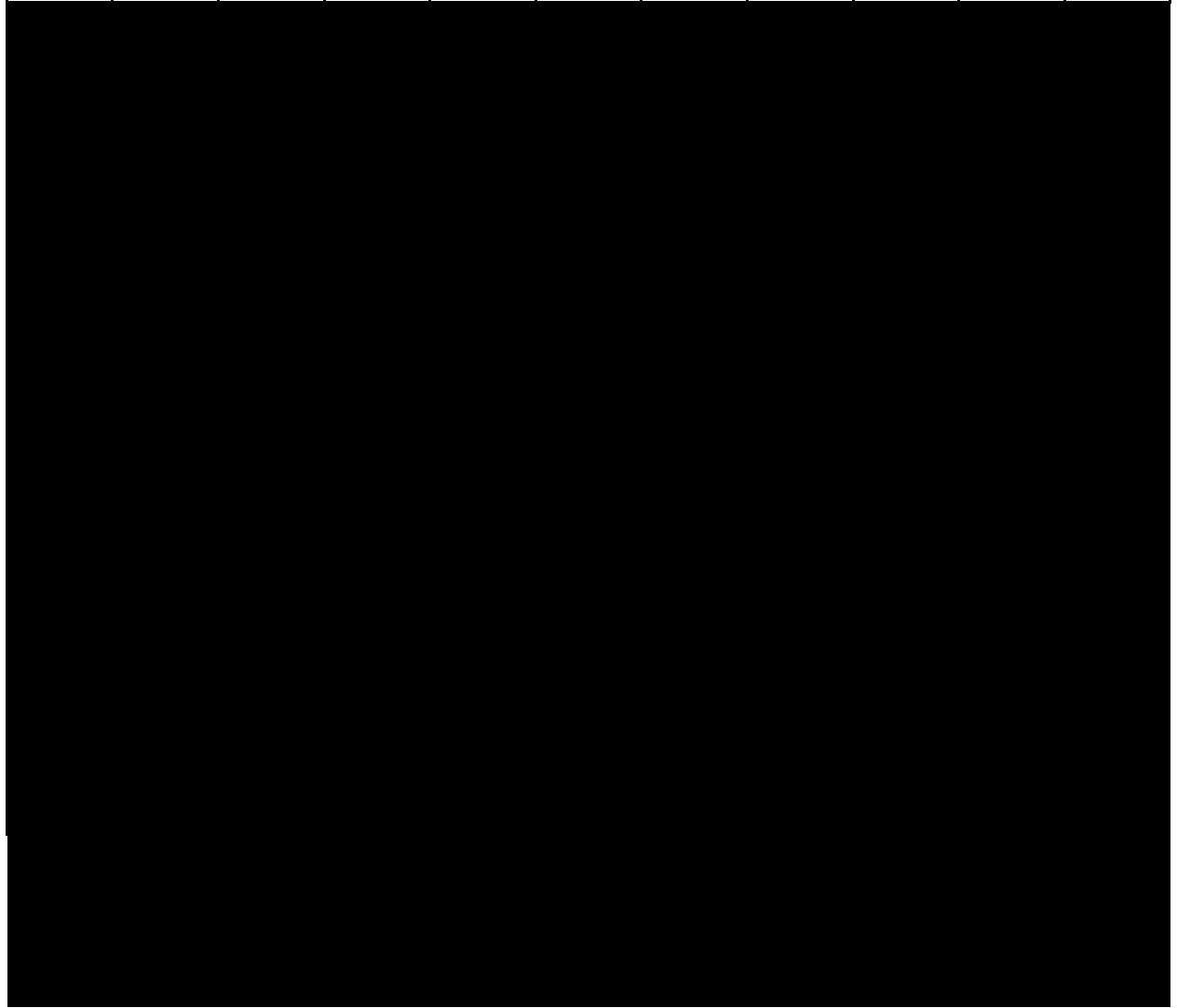
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