WASHINGTON QUALITY OF SERVICE REPORT SUMMARY D 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/Tı

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

Orders Taken = Total New and To/Transfer service orders completed

90 days

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 lephone Company of the Northwest d/b/a CENTURYLINK

2013

Dec	:-12	Jar	-13	Feb	b-13	Ма	r-13	Ар	Мау	
Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd								

e orders not completed by customer requested due date

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/-13	Jur		-13	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days

SE United Tel Aug-12 Oct-12 Nov-12 Sep-12 Total Total Total Total Exchange CLLI Held > Held > Held > Held > Orders Orders Orders Orders 180 Days 180 Days 180 Days 180 Days Cmpltd Cmpltd Cmpltd Cmpltd Chimacum CHMC CLMA Columbia 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 PTAG Port Angeles Roosevelt RSVT Sunnyside SNSD Stevenson STSN TPNS Toppenish Troutlake TRLK White Salmon WHSL WhiteSwan WHSW Whitstran WHTS Willard WLRD WPAT Wapato Monthly

Monthly percentages completed within 180 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 RVICE ACTIVATION - HELD ORDERS - 180 DAYS lephone Company of the Northwest d/b/a CENTURYLINK 2013

May Dec-12 Jan-13 Feb-13 Mar-13 Apr-13 Total Total Total Total Total Total Held > Held > Held > Held > Held > Orders Orders Orders Orders Orders Orders 180 Days 180 Days 180 Days 180 Days 180 Days Cmpltd Cmpltd Cmpltd Cmpltd Cmpltd Cmpltd

e orders not completed by customer requested due date

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Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days

	WASHINGTON QUALITY OF SERVICE REPORT																																				
Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d/b/a CENTURYLINK																																					
																		2010	-																		
			Aug-12		1	Sep-12			Oct-1	2	1	Nov-12	2	1	Dec-12		I	Jan-13		I	Feb-13			Mar-13		1	Apr-13			May-13			Jun-13			Jul-13	
	1 1	Total	Fotal	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total 1	Fotal	Trbl	Total	Total	Trbl	Total	Total	Trbl	Total	Total	Trbl
		Rpts	ines.	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts L	.ines	/100	Rpts	Lines	/100	Rpts	Lines	/100	Rpts	Lines	/100
Chimacum	CHMCWA																																				
	CLMAWA DLPTWA																																				
	GDVWWA																																				
	GLDLWA																																				
	GLWDWA																																				
	GRGRWA																																				
Hood Canal	HDCLWA																																				
	HRRHWA																																				
	KLCTWA																																				
Lyle	LYLEWA																																				
	MBTNWA MTWAWA																																				
	PASNWA																																				
	PLSBWA																																				
	PRSRWA																																				
	PTAGWA																																				
	RSVTWA																																				
	SNSDWA																																				
	STSNWA																																				
	TPNSWA																																				
Troutlake	TRLKWA																																				
White Salmon	WHSLWA																																				
WhiteSwan Whitstran	WHSWWA WHTSWA																																				
	WLRDWA																																				
Wapato	WPATWA																																				
Trapato	MIAIWA																																				

Total Reports = Total regulated initial and repeat trouble reports received Total Access Lines = Total access lines in service Trouble Per 100 A.L. = Trouble report per 100 access line ratio