

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

<b>MEASUREMENTS</b>	<b>Aug-13</b>
<b>Install Commitments</b>	
Commitments Made	1,406
Commitments Missed	399
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	1,045
Commitments Missed	124
Excludes	42
<b>Service Activation - 5 business day 90%</b>	
Total Orders Completed	1,406
Missed Installs	103
% Orders Completed	92.7%
<b>Service Activation - &gt;90 Days 99%</b>	
Total Orders Completed	3,913
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.9%
<b>Service Activation - &gt;180 Days 100%</b>	
Total Orders Completed	7,172
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
<b>TrbIs per 100 Access Lines 4</b>	
Access Lines	112,089
Trouble Tickets	875
TrbIs per 100 Access Lines	0.8
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	585
OOS Cleared within 48 Hrs	570
OOS Cleared > 48 Hrs	15
OOS in 48 Hrs Excludes	172
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	237
NOOS Cleared within 72 Hrs	232
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	27
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

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

Exchange	Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-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
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULEE CITY																								
COWICHE																								
CRESTON																								
CURTIS																								
DAVENPORT																								
EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
SIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
LOPEZ																								
CORNERS																								
MCCLEARY																								
MEDICAL LAKE																								
MESA																								
MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

Exchange	Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-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	
ALMIRA																									
AMES LAKE																									
ARLETTA																									
ASHFORD																									
BASIN CITY																									
BEAVER																									
BLAKELY ISLAND																									
CARNATION																									
CATHLAMET																									
CHENEY																									
CHEWELAH																									
CHINOOK																									
CLALLAM BAY																									
CLEARWATER																									
CONNELL																									
COULLEE CITY																									
COWICHE																									
CRESTON																									
CURTIS																									
DAVENPORT																									
EASTSOUND																									
EDWALL-TYLER																									
ELMA																									
ELTOPIA																									
EUREKA																									
EWU																									
FALL CITY																									
FORKS																									
FOX ISLAND																									
FRIDAY HARBOR																									
GIG HARBOR																									
GLENOMA																									
HANSVILLE																									
HARRINGTON																									
HUMPTULIPS																									
HUNTERS																									
KAHLOTUS																									
KETTLE FALLS																									
KINGSTON																									
LAKE QUINALT																									
LAKEBAY																									
LIND																									
LONG BEACH																									
LOPEZ																									
MATHEWS CORNERS																									
MCCLEARY																									
MEDICAL LAKE																									
MESA																									
MINERAL																									
MONTESANO																									
MORTON																									
NEAH BAY																									
NESPELEM																									
NORTH BEND																									
OCEAN PARK																									
OCOSTA																									
ODESSA																									
ORTING																									
PACIFIC BEACH																									
PACKWOOD																									
PE ELL																									
PUGET ISLAND																									
RANDLE																									
RAYMOND-LABAM																									
REARDEN																									
RIMROCK																									
RITZVILLE																									
ROYAL CITY																									
SNOQUALMIE PASS																									
SOUTH BEND																									
SOUTH PRAIRIE																									
SPANGLE																									
SPRAGUE																									
STARBUCK																									
TIETON																									
TWISP																									
VADER																									
VALLEY																									
VASHON																									
WASHTUCNA																									
WILBUR																									
WILSON CREEK																									
WINTHROP																									
YACOLT																									

WASHINGTON QUALITY OF SERVICE REPORT  
 SERVICE ACTIVATION - HELD ORDERS - 180 Days  
 CENTURY TEL D/B/A CENTURYLINK  
 Rolling 12 Months Sep 2012 - Aug 2013

Exchange	Sep-12		Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-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
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULEE CITY																								
COWICHE																								
CRESTON																								
CURTIS																								
DAVENPORT																								
EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
LOPEZ																								
MATHEWS CORNERS																								
MCCLEARY																								
MEDICAL LAKE																								
MESA																								
MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								



Aug 13		
Tribes per 100		
AL	Tets	Result
[REDACTED]		