

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
 D TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTUR  
 2013**

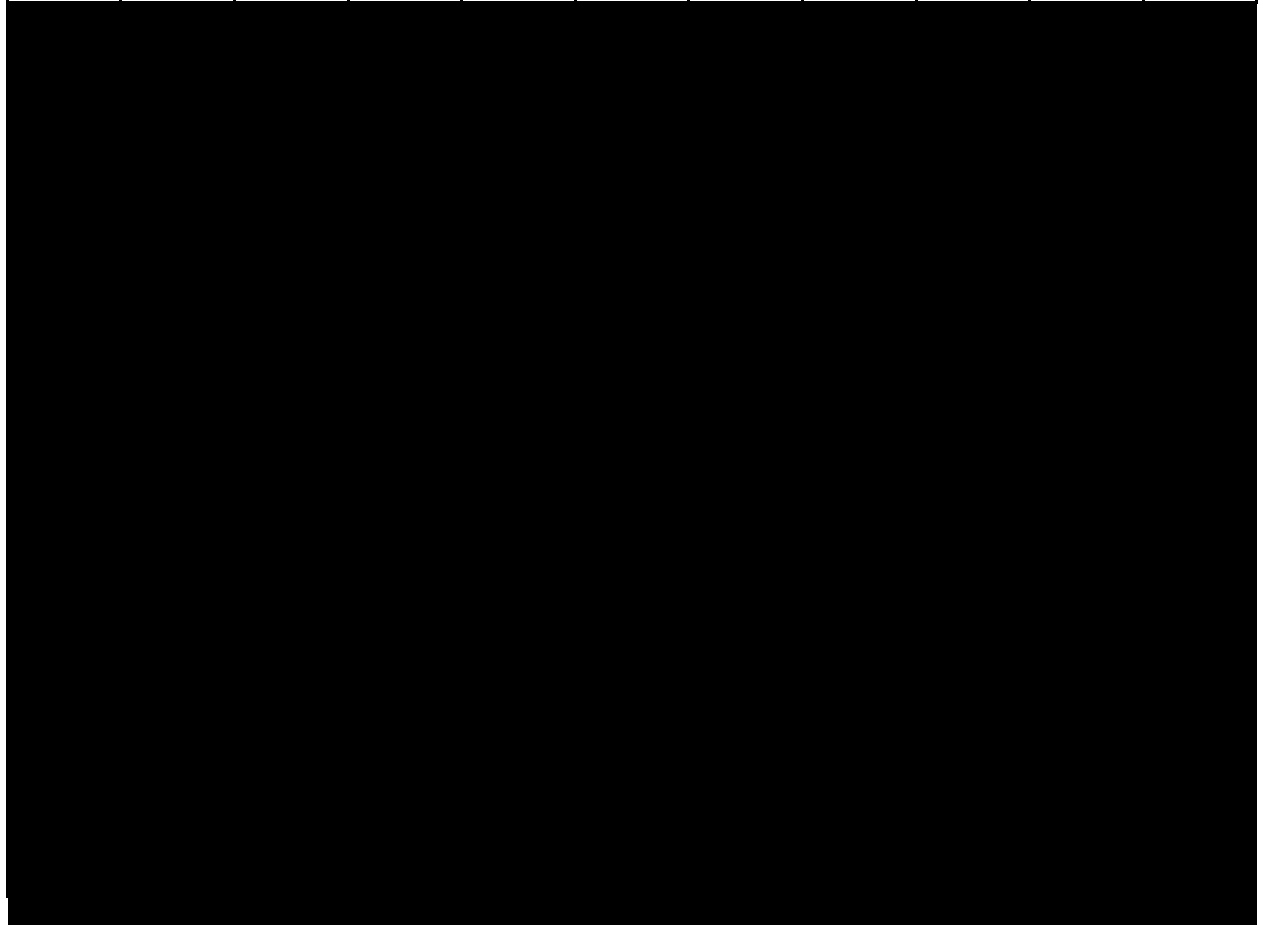
<b>MEASUREMENTS</b>	<b>Aug-13</b>
<b>Install Commitments</b>	
Commitments Made	398
Commitments Missed	9
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	356
Commitments Missed	77
Excludes	2
<b>Service Activation</b>	
Total Orders Completed	398
Missed Installs	29
% Orders Completed	92.7%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,166
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,199
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
<b>Trbls per 100 Access Lines</b>	
Access Lines	51,535
Trouble Tickets	287
Trbls per 100 Access Lines	0.6
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	212
OOS Cleared within 48 Hrs	205
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	49
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	86
NOOS Cleared within 72 Hrs	85
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	19
<b>Switching</b>	obj met
<b>Blockage</b>	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

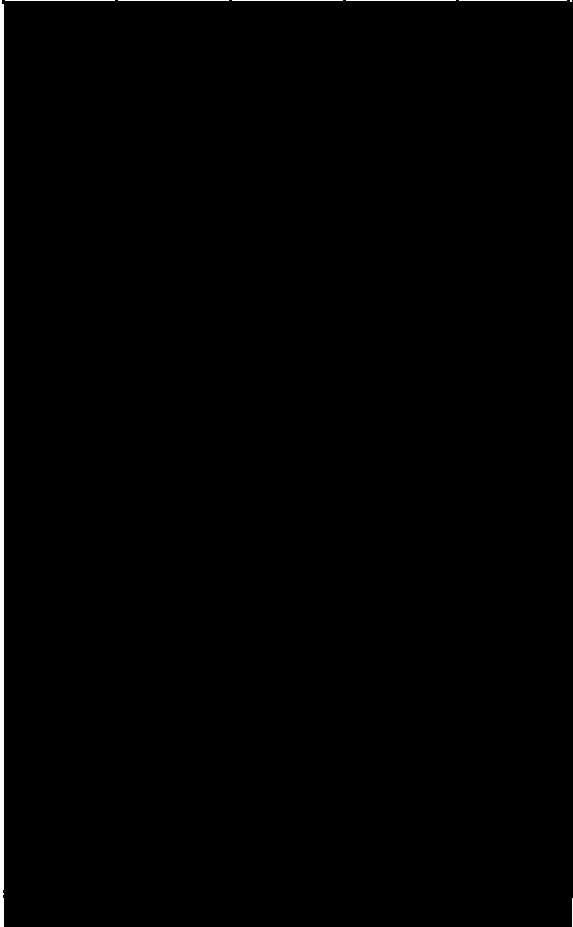
Exchange	CLLI	Sep-12		Oct-12		Nov-12		Dec-12	
		Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
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Mattawa	MTWA								
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Port Angeles	PTAG								
Roosevelt	RSVT								
Sunnyside	SNSD								
Stevenson	STSN								
Toppenish	TPNS								
Troutlake	TRLK								
White Salmon	WHSL								
WhiteSwan	WHSW								
Whitstran	WHTS								
Willard	WLRD								
Wapato	WPAT								

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

Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun
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



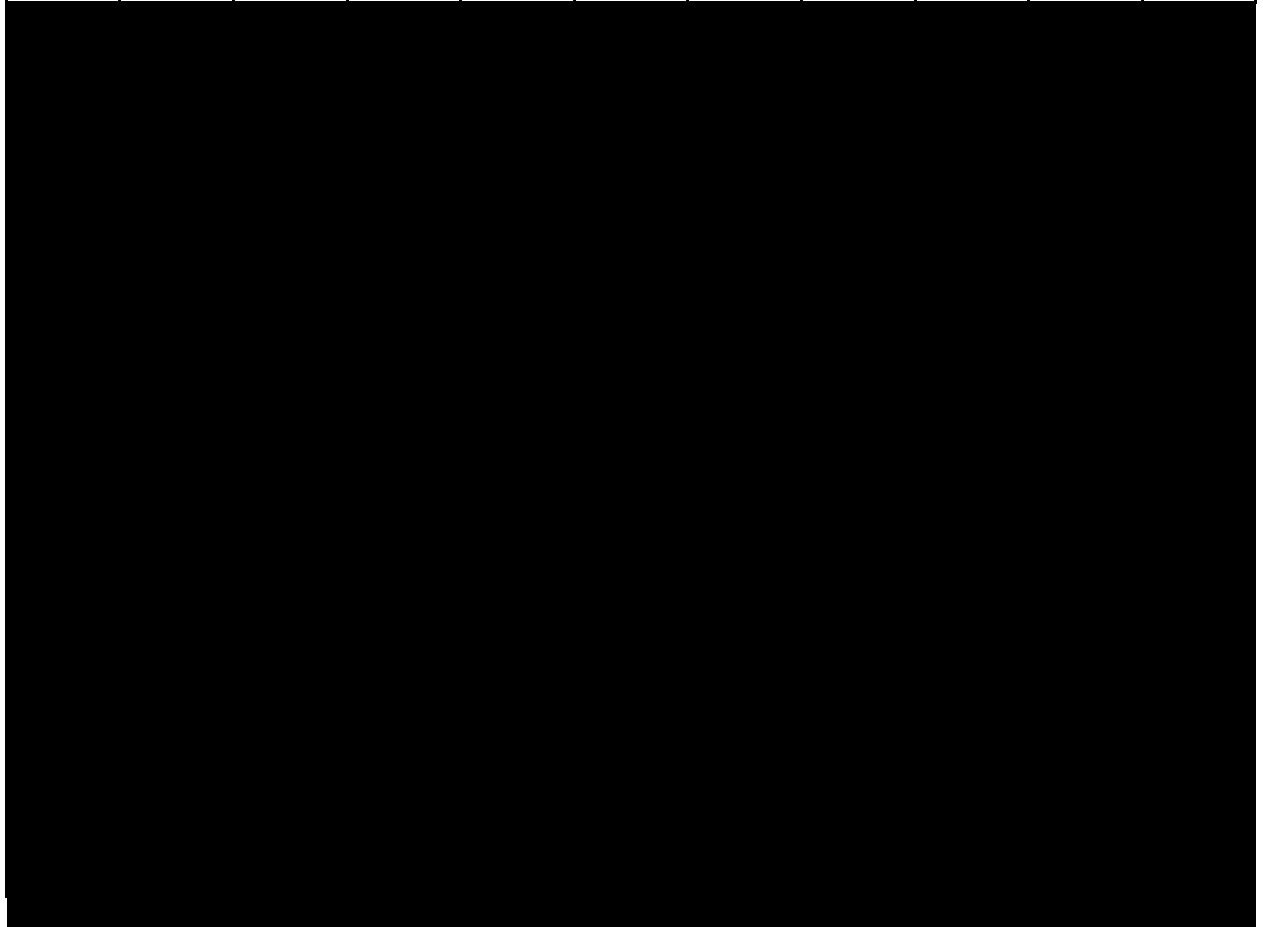
-13	Jul-13		Aug-13	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Sep-12		Oct-12		Nov-12		Dec-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								
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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Toppenish	TPNS								
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White Salmon	WHSL								
WhiteSwan	WHSW								
Whitstran	WHTS								
Willard	WLRD								
Wapato	WPAT								

**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 180 DAYS**  
**Telephone Company of the Northwest d/b/a CENTURYLINK**  
**2013**

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



Jun-13	Jul-13		Aug-13	
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**  
**2013**

Exchange	CLLI	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 Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100	Total Rpts	Total Lines	Trbl /100						
Chimacum	CHMCWA																																				
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