

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL d/b/a CENTURYLINK
2013**

MEASUREMENTS	Sep-12
Install Commitments	
Commitments Made	1,615
Commitments Missed	45
Excludes	0
Repair Commitments	
Commitments Made	1,251
Commitments Missed	198
Excludes	38
Service Activation - 5 business day 90%	
Total Orders Completed	1,615
Missed Installs	101
% Orders Completed	93.7%
Service Activation - >90 Days 99%	
Total Orders Completed	4,343
Installs Held Over 90 Days	10
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,740
Installs Held Over 180 Days	6
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	112,105
Trouble Tickets	1,127
TrbIs per 100 Access Lines	1.0
OOS Cleared within 48 Hours	
OOS Tickets	812
OOS Cleared within 48 Hrs	780
OOS Cleared > 48 Hrs	32
OOS in 48 Hrs Excludes	133
NOOS Cleared within 72 Hours	
NOOS Tickets	249
NOOS Cleared within 72 Hrs	231
NOOS Cleared > 72 Hrs	18
NOOS in 72 Hrs Excludes	18
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 Oct 2012 - Sep 2013

Exchange	Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-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																								
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CHENEY																								
CHEWELAH																								
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EDWALL-TYLER																								
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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 Oct 2012 - Sep 2013

Exchange	Oct-12		Nov-12		Dec-12		Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-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 Oct 2012 - Sep 2013

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	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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Step 13		
Tribes per 100		
AL	Tets	Result

