

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
 D TELEPHONE COMPANY OF THE NORTHWEST d/b/a CENTUR  
 2013**

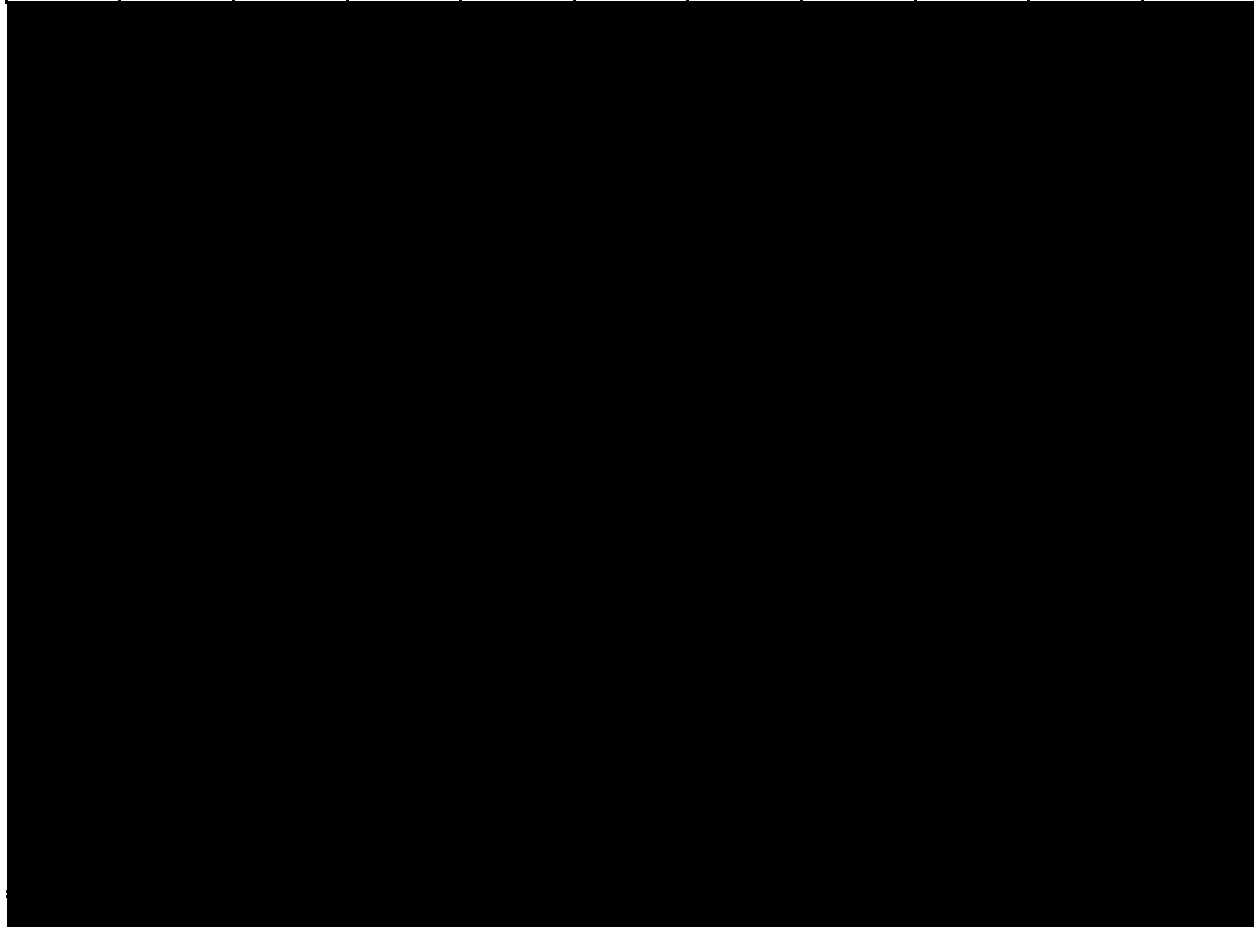
<b>MEASUREMENTS</b>	<b>Sep-13</b>
<b>Install Commitments</b>	
Commitments Made	436
Commitments Missed	10
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	394
Commitments Missed	45
Excludes	1
<b>Service Activation</b>	
Total Orders Completed	436
Missed Installs	31
% Orders Completed	92.9%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,233
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,265
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
<b>TrbIs per 100 Access Lines</b>	
Access Lines	51,379
Trouble Tickets	360
TrbIs per 100 Access Lines	0.7
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	277
OOS Cleared within 48 Hrs	272
OOS Cleared > 48 Hrs	5
OOS in 48 Hrs Excludes	26
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	83
NOOS Cleared within 72 Hrs	83
NOOS Cleared > 72 Hrs	0
NOOS in 72 Hrs Excludes	8
<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	Oct-12		Nov-12		Dec-12		Jan-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
Chimacum	CHMC								
Columbia	CLMA								
Dallesport	DLPT								
Grandview	GDVW								
Goldendale	GLDL								
Glenwood	GLWD								
Granger	GRGR								
Hood Canal	HDCL								
Harrah	HRRH								
Klickitat	KLCT								
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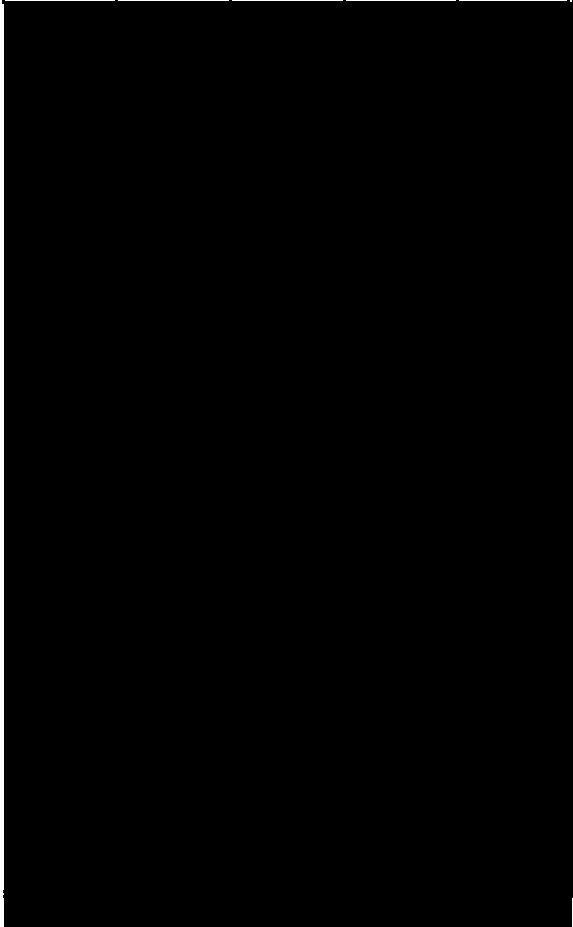
**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 90 DAYS**  
**Telephone Company of the Northwest d/b/a CENTURYLINK**  
**2013**

Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul
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



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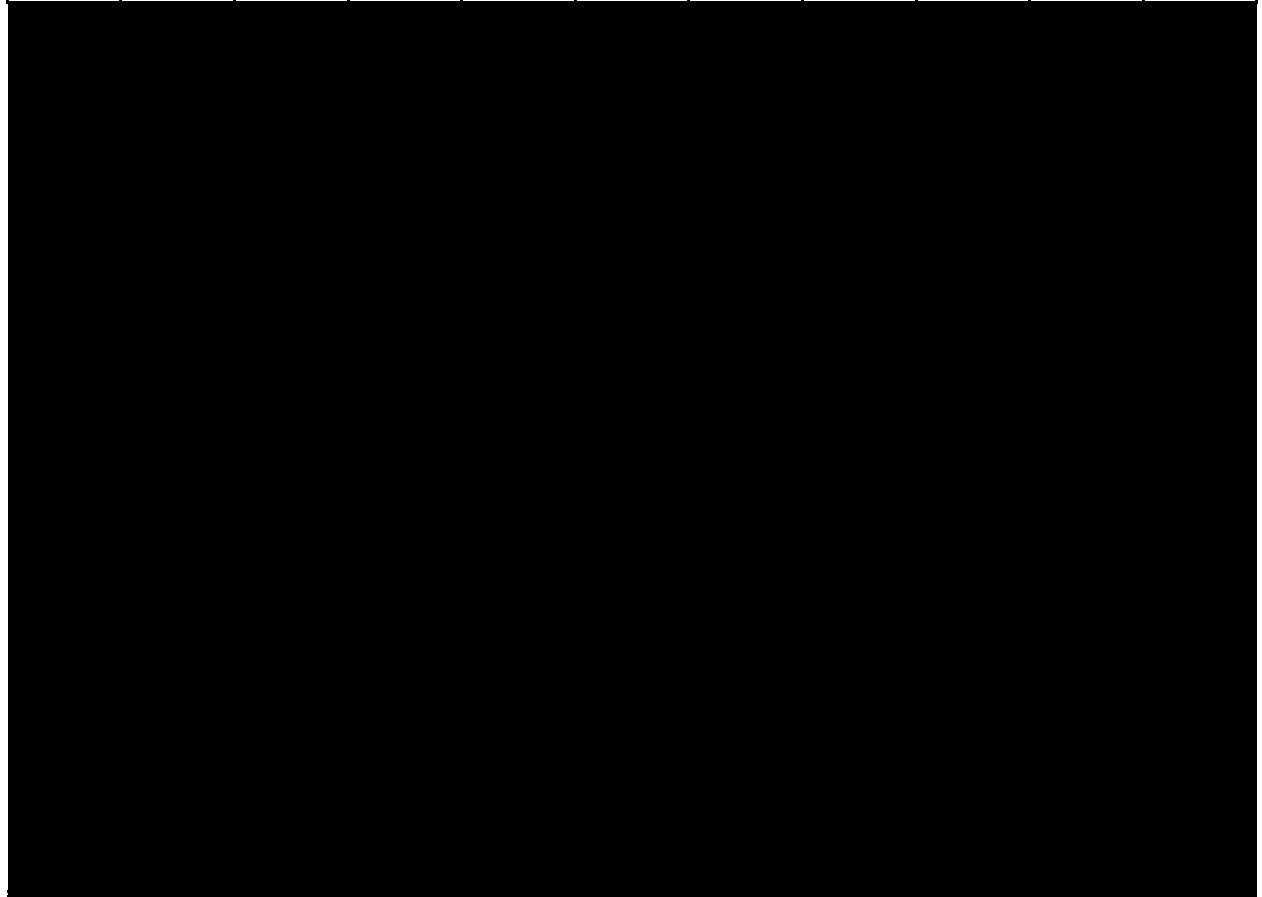
-13	Aug-13		Sep-13	
Held > 90 Days	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held > 90 Days



Exchange	CLLI	Oct-12		Nov-12		Dec-12		Jan-13	
		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								
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Prosser	PRSR								
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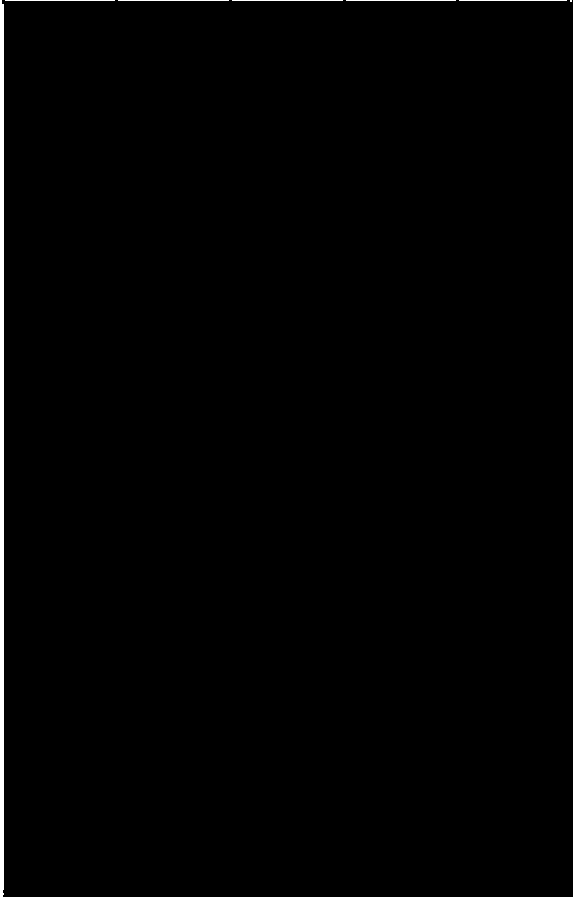
**WASHINGTON QUALITY OF SERVICE REPORT**  
**SERVICE ACTIVATION - HELD ORDERS - 180 DAYS**  
**Telephone Company of the Northwest d/b/a CENTURYLINK**  
**2013**

Feb-13		Mar-13		Apr-13		May-13		Jun-13		Jul
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



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-13	Aug-13		Sep-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	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 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						
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