

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

MEASUREMENTS	Oct-13
Install Commitments	
Commitments Made	482
Commitments Missed	16
Excludes	0
Repair Commitments	
Commitments Made	462
Commitments Missed	86
Excludes	4
Service Activation	
Total Orders Completed	482
Missed Installs	25
% Orders Completed	94.8%
Service Activation - >90 Days	
Total Orders Completed	1,316
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days	
Total Orders Completed	2,441
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines	
Access Lines	50,996
Trouble Tickets	453
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	338
OOS Cleared within 48 Hrs	315
OOS Cleared > 48 Hrs	23
OOS in 48 Hrs Excludes	13
NOOS Cleared within 72 Hours	
NOOS Tickets	102
NOOS Cleared within 72 Hrs	100
NOOS Cleared > 72 Hrs	2
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

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

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