

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

MEASUREMENTS	Oct-13
Install Commitments	
Commitments Made	1,386
Commitments Missed	44
Excludes	0
Repair Commitments	
Commitments Made	1,062
Commitments Missed	165
Excludes	47
Service Activation - 5 business day 90%	
Total Orders Completed	1,386
Missed Installs	119
% Orders Completed	91.4%
Service Activation - >90 Days 99%	
Total Orders Completed	4,407
Installs Held Over 90 Days	12
% of Orders Completed within 90 Days	99.7%
Service Activation - >180 Days 100%	
Total Orders Completed	8,055
Installs Held Over 180 Days	6
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	111,579
Trouble Tickets	1,054
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	695
OOS Cleared within 48 Hrs	675
OOS Cleared > 48 Hrs	20
OOS in 48 Hrs Excludes	41
NOOS Cleared within 72 Hours	
NOOS Tickets	266
NOOS Cleared within 72 Hrs	254
NOOS Cleared > 72 Hrs	12
NOOS in 72 Hrs Excludes	8
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 Nov 2012 - Oct 2013

Exchange	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 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																								
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CARNATION																								
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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL D/B/A CENTURYLINK
 Rolling 12 Months Nov 2012 - Oct 2013

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

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	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	Held >180 Days	Total Orders Cmplt'd	
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13
Held
>180
Days



Oct-13
214 per 100
Mis Result

