



CenturyLink™

December 18, 2013

Steven V. King, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S Evergreen Park Drive, SW
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Mr. King:

Attached is the CenturyTel Service Quality Report d/b/a CenturyLink for the month of November, 2013.

The trouble reports per 100 access lines objective was met for the month of November with the exception of East Sound at 4.0 where 76 tickets were received due to a fiber cut.

If you should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at Mark.Reynolds3@Centurylink.com.

Sincerely,

Mark Reynolds

Enclosures: Installation/Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
Not Out of Service Trouble Cleared in 72 Hours
Service Activation Delay 90-180 Days

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COMMISSION

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

MEASUREMENTS	Nov-13
Install Commitments	
Commitments Made	1,068
Commitments Missed	65
Excludes	0
Repair Commitments	
Commitments Made	1,158
Commitments Missed	424
Excludes	66
Service Activation - 5 business day 90%	
Total Orders Completed	1,068
Missed Installs	92
% Orders Completed	91.4%
Service Activation - >90 Days 99%	
Total Orders Completed	4,069
Installs Held Over 90 Days	9
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,982
Installs Held Over 180 Days	3
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines 4	
Access Lines	111,178
Trouble Tickets	1,160
Trbls per 100 Access Lines	1.0
OOS Cleared within 48 Hours	
OOS Tickets	880
OOS Cleared within 48 Hrs	581
OOS Cleared > 48 Hrs	299
OOS in 48 Hrs Excludes	43
NOOS Cleared within 72 Hours	
NOOS Tickets	169
NOOS Cleared within 72 Hrs	159
NOOS Cleared > 72 Hrs	10
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 Dec 2012 - Nov 2013

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