WASHINGTON QUALITY OF SERVICE REI CENTURY TEL 2014	PORT SUMMARY
MEASUREMENTS	Feb-14
Install Commitments	
Commitments Made	964
Commitments Missed	72
Excludes	0
Repair Commitments	000
Commitments Made	696
Commitments Missed	55
Excludes	39
Service Activation - 5 business day 90%	064
Total Orders Completed Missed Installs	964 78
% Orders Completed	91.9%
Service Activation - >90 Days 99%	91.970
Total Orders Completed	3,044
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	00.070
Total Orders Completed	7,113
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines 4	
Access Lines	109,991
Trouble Tickets	609
Trbls per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	396
OOS Cleared within 48 Hrs	389
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	102
NOOS Cleared within 72 Hours	
NOOS Tickets	147
NOOS Cleared within 72 Hrs	144
NOOS Cleared > 72 Hrs	3
NOOS in 72 Hrs Excludes	13
Switching	obj met
Blockage	obj met

											I QUALITY VATION - H CENTUR 2014	HELD ORD												
	Mar	r-13	Apr-	-13	May	y-13	Jur	n-13	Jul-	13	Aug	j-13	Sep	o-13	Oc	t-13	Nov	/-13	Dec	:-13	Jan	n-14	Feb	<b>b-14</b>
Exchange	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs								
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		5 >180 1 Davs			Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd		Orders Cmpltd	>180 Days	Orders Cmpltd	>180 Davs	Orders Cmpltd		Orders Cmpltd	>180 Days
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Exchange	Orders	>180		>180	Orders		Orders	>180	Orders		Orders		Orders			>180	Orders	>180	Orders	>180			Orders	>180
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
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	AL	Tkts	Resi	ilt	AL	Tkts	Result	AL	Ti	ts R	esult	AL	Tkts	Result	A	AL.	Tkts	Result	AL	Tkts	Res	ult .	AL	Tkts	Result	AL	Tkts	Result	AL	Tkt	s Resu	ilt	AL T	kts	Result	AL	Tkts	Resul	t AL	Tk	ts Res	Jult
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