

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
2014**

MEASUREMENTS	Feb-14
Install Commitments	
Commitments Made	964
Commitments Missed	72
Excludes	0
Repair Commitments	
Commitments Made	696
Commitments Missed	55
Excludes	39
Service Activation - 5 business day 90%	
Total Orders Completed	964
Missed Installs	78
% Orders Completed	91.9%
Service Activation - >90 Days 99%	
Total Orders Completed	3,044
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURY TEL
 2014

Exchange	Mar-13		Apr-13		May-13		Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		
	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	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	
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PUGET ISLAND RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SOUTH BEND SOUTH PRAIRIE SPANGLE SPRAGUE STARBUCK TIETON TWISP VADER VALLEY VASHON WASHTUCNA WILBUR WILSON CREEK WINTHROP YACOLT																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

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WILBUR WILSON CREEK WINTHROP YACOLT																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
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	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	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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 CENTURY TEL
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WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL
2014

Exchange	Mar-13			Apr-13			May-13			Jun-13			Jul-13			Aug-13			Sep-13			Oct-13			Nov-13			Dec-13			Jan-14			Feb-14					
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100					
	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result	AL	Ykts	Result			
WINTHROP YACOLT																																							