WASHINGTON QUALITY OF SERVICE REPORT SUMMARY UNITED TELEPHONE COMPANY OF THE NORTHWEST D/B/A CENTURYLINK 2014

MEASUREMENTS	Feb-14
Install Commitments	
Commitments Made	405
Commitments Missed	25
Excludes	0
Repair Commitments	
Commitments Made	360
Commitments Missed	40
Excludes	5
Service Activation	
Total Orders Completed	405
Missed Installs	18
% Orders Completed	95.6%
Service Activation - >90 Days	
Total Orders Completed	1,237
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days	
Total Orders Completed	2,601
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
Trbls per 100 Access Lines	
Access Lines	50,333
Trouble Tickets	330
Trbls per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	236
OOS Cleared within 48 Hrs	236
OOS Cleared > 48 Hrs	0
OOS in 48 Hrs Excludes	29
NOOS Cleared within 72 Hours	
NOOS Tickets	87
NOOS Cleared within 72 Hrs	86
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	5
Switching	obj met
Blockage	obj met
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS 5 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		Mar	r-13	Ap	r-13	May	-13	Jun	-13	Jul	-13	Aug	j-13	Sep	o-13	Oct	-13	No	/-13	Dec	-13	Jan	-14	Feb	o-14
Exchange	CLLI	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs		Missed Installs	Total Orders Cmpltd		Total Orders Cmpltd		Total Orders Cmpltd	Misse Install										



WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		Mai	r-13	Арі	r-13	May	y-13	Jur	1-13	Ju	ıl-13	Au	g-13	Sep) -13	Oc	:t-13	Nov-1	13	Dec-1	13	Jan-1	14	Feb-1	14
Exchange	CLLI	Total Orders Cmpltd	Held > 90 Days	Total Orders Cmpltd	Held 90 Da																				
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 DAYS United Telephone Company of the Northwest d.b.a. EMBARQ 2014

		Ma	r-13	Ap	r-13	Ma	y-13	Jun	-13	Jul	-13	Aug	-13	Sep	p-13	Oc	t-13	Nov-1	3	Dec	-13	Jan-	-14	Feb	-14
Exchange	CLLI	Total Orders Cmpltd		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd		Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days	Total Orders Cmpltd	Held > 180 Days

WASHINGTON QUALITY OF SERVICE REPORT Trouble Reports Per 100 Access Lines United Telephone Company of the Northwest d.b.a. EMBARQ

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			Mar-	13			Apr-1	13			N	ay-13				Jun-13				Jul-13	3			Aug-1	13			Sep-1	13			Oct-13			Nov-	13			Dec-13			Jan-	14		Fe	eb-14	
		Total	Total	Trb	ol To	otal	Total	Tr	bl	Tota	I To			Tot	al	Total	Trbl	To	otal	Total	Trk	bl 1	Total	Total	Trb	bl 1	Γotal	Total	Trt	ol '	Total	Total	Trbl	Total	Total	Tr	bl To	tal T	Total	Trbl	Total	Total	Trbl		tal To	tal	Trbl
Exchange	CLLI	Rpts	Lines	/100	0 R	pts	Lines	/1	00	Rpts	Li	nes	/100	Rp	ts	Lines	/100	R	Rpts	Lines	/10	00 I	Rpts	Lines	/10	00	Rpts	Lines	/10	0	Rpts	Lines	/100	Rpts	Lines	/10	00 R _I	ots L	ines	/100	Rpts	Lines	/100	Rr	ots Lin	nes	/100