

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

MEASUREMENTS	Apr-14
Install Commitments	
Commitments Made	1,107
Commitments Missed	101
Excludes	0
Repair Commitments	
Commitments Made	818
Commitments Missed	126
Excludes	56
Service Activation - 5 business day 90%	
Total Orders Completed	1,107
Missed Installs	105
% Orders Completed	90.5%
Service Activation - >90 Days 99%	
Total Orders Completed	3,157
Installs Held Over 90 Days	4
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	6,305
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	109,219
Trouble Tickets	757
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	483
OOS Cleared within 48 Hrs	468
OOS Cleared > 48 Hrs	15
OOS in 48 Hrs Excludes	96
NOOS Cleared within 72 Hours	
NOOS Tickets	200
NOOS Cleared within 72 Hrs	188
NOOS Cleared > 72 Hrs	12
NOOS in 72 Hrs Excludes	14
Switching	obj met
Blockage	obj met

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

Exchange	May-13		Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-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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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
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WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL
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