WASHINGTON QUALITY OF SERVICE REI CENTURY TEL 2014	PORT SUMMARY
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%
Trbls per 100 Access Lines 4	
Access Lines	109,219
Trouble Tickets	757
Trbls 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

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