

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

MEASUREMENTS	May-14
Install Commitments	
Commitments Made	1,110
Commitments Missed	60
Excludes	0
Repair Commitments	
Commitments Made	770
Commitments Missed	63
Excludes	41
Service Activation - 5 business day 90%	
Total Orders Completed	1,110
Missed Installs	107
% Orders Completed	90.4%
Service Activation - >90 Days 99%	
Total Orders Completed	3,303
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	6,347
Installs Held Over 180 Days	0
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	108,820
Trouble Tickets	663
TrbIs per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	414
OOS Cleared within 48 Hrs	406
OOS Cleared > 48 Hrs	8
OOS in 48 Hrs Excludes	105
NOOS Cleared within 72 Hours	
NOOS Tickets	218
NOOS Cleared within 72 Hrs	212
NOOS Cleared > 72 Hrs	6
NOOS in 72 Hrs Excludes	21
Switching	obj met
Blockage	obj met

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

Exchange	Jun-13		Jul-13		Aug-13		Sep-13		Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-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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PACIFIC BEACH
PACKWOOD
PE ELL
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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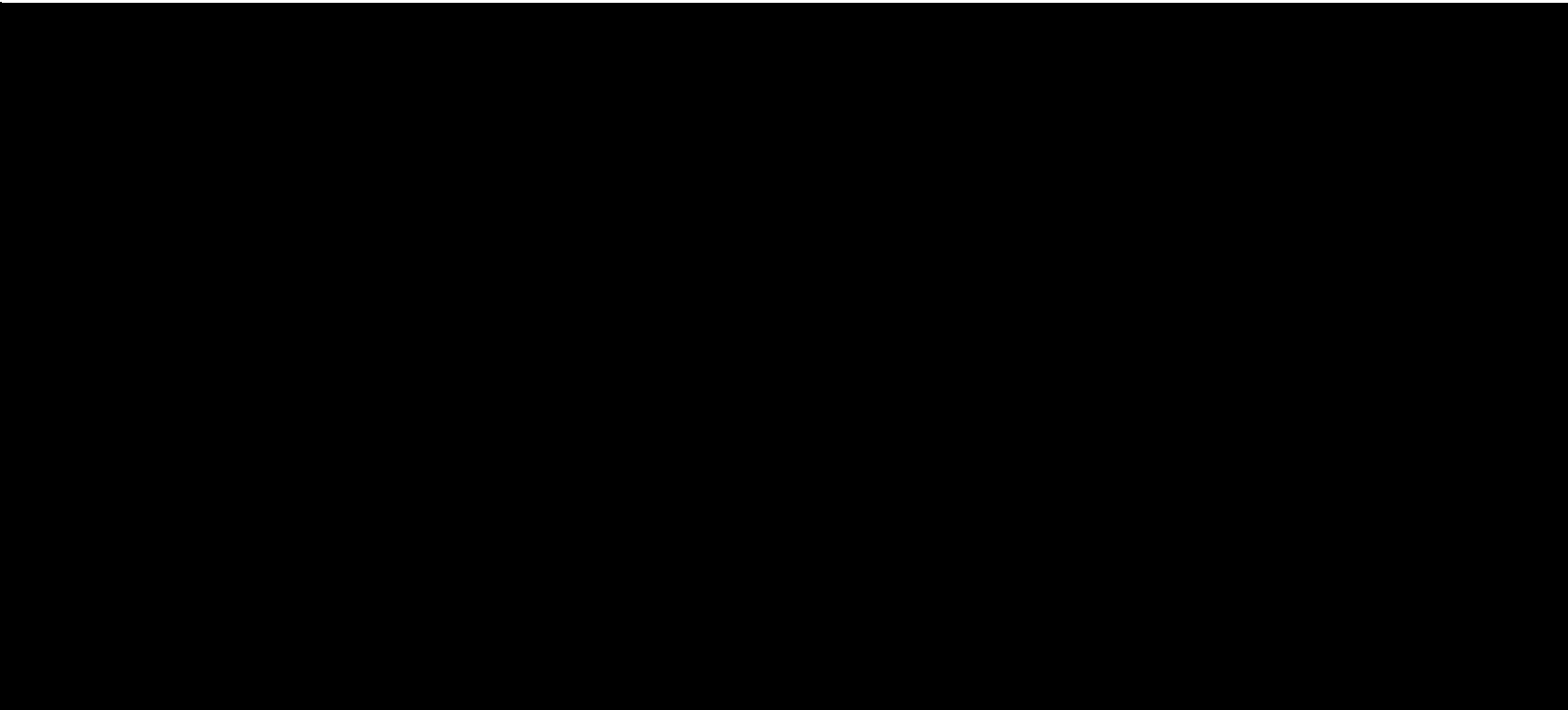
LAKEBAY
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WINTHROP
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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
 2014

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