WASHINGTON QUALITY OF SERVICE RI CENTURY TEL	EPORT SUMMARY
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%
Trbls per 100 Access Lines 4	
Access Lines	108,820
Trouble Tickets	663
Trbls 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

Eschange Orders		Jun	ı - 13	Jul	·13	Aug	g-13	Sep)-13	Oc	t-13	Nov	/-13	Dec	-13	Jan	n-14	Feb	-14	Ma	r-14	Apr	r-14	Ma	y-14
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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

	Jun-1	13	Jul-1	3	Aug-1	13	Sep-1	3	Oct-1	13	Nov-1	13	Dec-1	3	Jan-14		Feb-1	4	Mar-1	4	Apr-1	4	May-1	4
Eval	Total	Held	Total	Held	Total	Held		Held	Total	Held	Total	Held	Total	Held	Total	Held								
Exchange	Orders	>90	Orders	>90	Orders	>90		>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90								
	Cmpltd		Cmpltd	Days	Cmpltd	Days		Days	Cmpltd	Days	Cmpltd			Days		Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days		Days
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ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
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EDWALL-TYLER																								
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ELTOPIA																								
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EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
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GIG HARBOR																								
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NESPELEM
NORTH BEND
OCEAN PARK
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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 - 180 Days CENTURY TEL 2014

	Jun-	13	Jul-	13	Aug-	-13	Sep-	13	Oct-	13	Nov-	13	Dec-	13	Jan-1	14	Feb-1	14	Mar-1	14	Apr-1	14	May-1	14
Evolungo	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders		Orders		Orders		Orders		Orders		Orders	>180												
	Cmpltd	Days	Cmpltd			Days	Cmpltd	Days																
ALMIRA			#REF!	#####																				
AMES LAKE																								
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ASHFORD BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
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RAYMOND-LABAM
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ROYAL CITY
SNOOULAMBE PASS
SOUTH BEND
SOUTH PRAIRE
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WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL 2014

SERVICE STATE OF STAT							2014						
The column The		Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
March Marc	Exchange	Trbls per 100	Trbls per 100	Trbls per 100	Trbls per 100	Trbls per 100	Trbls per 100	Trbls per 100	Trbls per 100				
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CONTROL OF THE CONTRO	CONNELL												
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AND CONTROL OF THE PAIL OF THE	GIG HARBOR												
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COCEAN PARK COCEAN	NEAH BAY												
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NRTING **ACKIVOODO **E EL L **UGET ISLAND **ACKIVOODO **E EL L **UGET ISLAND **ANDLE **LEANDEL **ANTONDALBASM **EARDEN **EARDEN **IMROCK **ITZVILLE **KOYAL CITY **KONGALAMIE RINGE **SOUTH BEND **SOUTH	OCEAN PARK												
NRTING **ACKIVOODO **E EL L **UGET ISLAND **ACKIVOODO **E EL L **UGET ISLAND **ANDLE **LEANDEL **ANTONDALBASM **EARDEN **EARDEN **IMROCK **ITZVILLE **KOYAL CITY **KONGALAMIE RINGE **SOUTH BEND **SOUTH	OCOSTA												
NRTING **ACKIVOODO **E EL L **UGET ISLAND **ACKIVOODO **E EL L **UGET ISLAND **ANDLE **LEANDEL **ANTONDALBASM **EARDEN **EARDEN **IMROCK **ITZVILLE **KOYAL CITY **KONGALAMIE RINGE **SOUTH BEND **SOUTH	ODESSA												
PACKWOOD EELL PUGET ISLAND RANNOLLABAM EEARDEN EERROEN RIMROCK RITURULLE ROYAL CITY NNOQUALMIE RIDGE SOUTH BEND SOUTH PRAIRIE SPANGLE SPANGLE SPANGLE FRAGUE F	ORTING												
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ANDIOLE AWMONDALJABAM REARDEN IMIROCK RITZVILLE KOYAL CITY SNOQUALMIE PASS SNOQUALMIE PASS SOUTH BEND SOUTH BEND SOUTH BEND SOUTH BEND SOUTH BEND STARBLE PRAGUE PRAGUE STARBLOK ITERUCK ITERUCK TAILEY ANDER	PUGET ISLAND												
REARDEN MIRROCK VITZVILLE VOYAL CITY SNOQUALMIE PASS SNOQUALMIE PASS SOUTH BEND SOUTH BEND SOUTH BEND SOUTH BEND SOUTH BEND SOUTH BEND STARBLE SPARGLE SPARGLE STARBLOK THE ST	RANDLE												
RIMROCK RITZVILLE ROYAL CITY SNOQUALIME PASS SNOQUALIME RIDGE SOUTH BRAINE SPANGLE SPANGLE SPANGLE STARBUCK HETON	RAYMOND-LABAM												
XITZVILLE XOYAL CITY SNOQUALMIE PASS SNOQUAMIE PASS SOUTH PRAISE SOUTH BEND S	RIMROCK												
NOQUALMIE PASS NOQUALMIE RIDGE SOUTH BERN SOUTH PRAIRE SPANGLE SPRAGUE SPRAGUE STARBLOK THERE STARBLOK THERE	RITZVILLE												
SINGOLAMIE RIDGE SOUTH BERIO SOUTH PRAIRIE SPANGLE SPARGUE STARBUCK ITETON WISP VIAISP	ROYAL CITY												
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SOUTH PRAIRIE SPANGLE SPANGLE STARBUCK TETON TETON TWISP VALEE VALEEY VALEEY VASHON	SOUTH BEND												
SPANGLE SPRAGUE STARBUCK ITBUON ITBUO	SOUTH PRAIRIE												
TIETON TWISP VADER VALLEY VALLEY	SPANGLE												
TIETON TWISP VADER VALLEY VALLEY	SPRAGUE												
WWISP AJADER JALIEY AZSHON	DIAKBUUK												
ALLEY ASSION	TWISP												
ALLEY ASSION	VADER												
VASHON VASHTUCNA	VALLEY												
WACHILUCINA	VASHON												
	WASHTUCNA												

WILBUR WILSON CREEK WINTHROP YACOLT