

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

MEASUREMENTS	Jun-14
Install Commitments	
Commitments Made	1,168
Commitments Missed	71
Excludes	0
Repair Commitments	
Commitments Made	927
Commitments Missed	120
Excludes	18
Service Activation - 5 business day 90%	
Total Orders Completed	1,168
Missed Installs	90
% Orders Completed	92.3%
Service Activation - >90 Days 99%	
Total Orders Completed	3,385
Installs Held Over 90 Days	6
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	6,527
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	108,184
Trouble Tickets	735
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	469
OOS Cleared within 48 Hrs	461
OOS Cleared > 48 Hrs	8
OOS in 48 Hrs Excludes	173
NOOS Cleared within 72 Hours	
NOOS Tickets	244
NOOS Cleared within 72 Hrs	232
NOOS Cleared > 72 Hrs	12
NOOS in 72 Hrs Excludes	33
Switching	obj met
Blockage	obj met

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

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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

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 CENTURY TEL
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WASHINGTON QUALITY OF SERVICE REPORT
TROUBLES PER 100 ACCESS LINES
CENTURY TEL
2014

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