

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

MEASUREMENTS	Jul-14
Install Commitments	
Commitments Made	1,225
Commitments Missed	101
Excludes	0
Repair Commitments	
Commitments Made	1,039
Commitments Missed	131
Excludes	39
Service Activation - 5 business day 90%	
Total Orders Completed	1,225
Missed Installs	95
% Orders Completed	92.2%
Service Activation - >90 Days 99%	
Total Orders Completed	3,503
Installs Held Over 90 Days	8
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	1,237
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	107,824
Trouble Tickets	888
TrbIs per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	589
OOS Cleared within 48 Hrs	565
OOS Cleared > 48 Hrs	24
OOS in 48 Hrs Excludes	146
NOOS Cleared within 72 Hours	
NOOS Tickets	244
NOOS Cleared within 72 Hrs	233
NOOS Cleared > 72 Hrs	11
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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	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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 SERVICE ACTIVATION - HELD ORDERS - 90 Days
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WASHINGTON QUALITY OF SERVICE REPORT
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TROUBLES PER 100 ACCESS LINES
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