WASHINGTON QUALITY OF SERVICE RE CENTURY TEL 2014	PORT SUMMARY
MEASUREMENTS	Jul-14
Install Commitments	
Commitments Made	1,225
Commitments Missed	101
Excludes	0
Repair Commitments	1.020
Commitments Made Commitments Missed	1,039 131
Excludes	39
	39
Service Activation - 5 business day 90% Total Orders Completed	1,225
Missed Installs	95
% Orders Completed	92.2%
Service Activation - >90 Days 99%	02.270
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%
Trbls per 100 Access Lines 4	
Access Lines	107,824
Trouble Tickets	888
Trbls 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 ahi mat
Switching	obj met
Blockage	obj met

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