

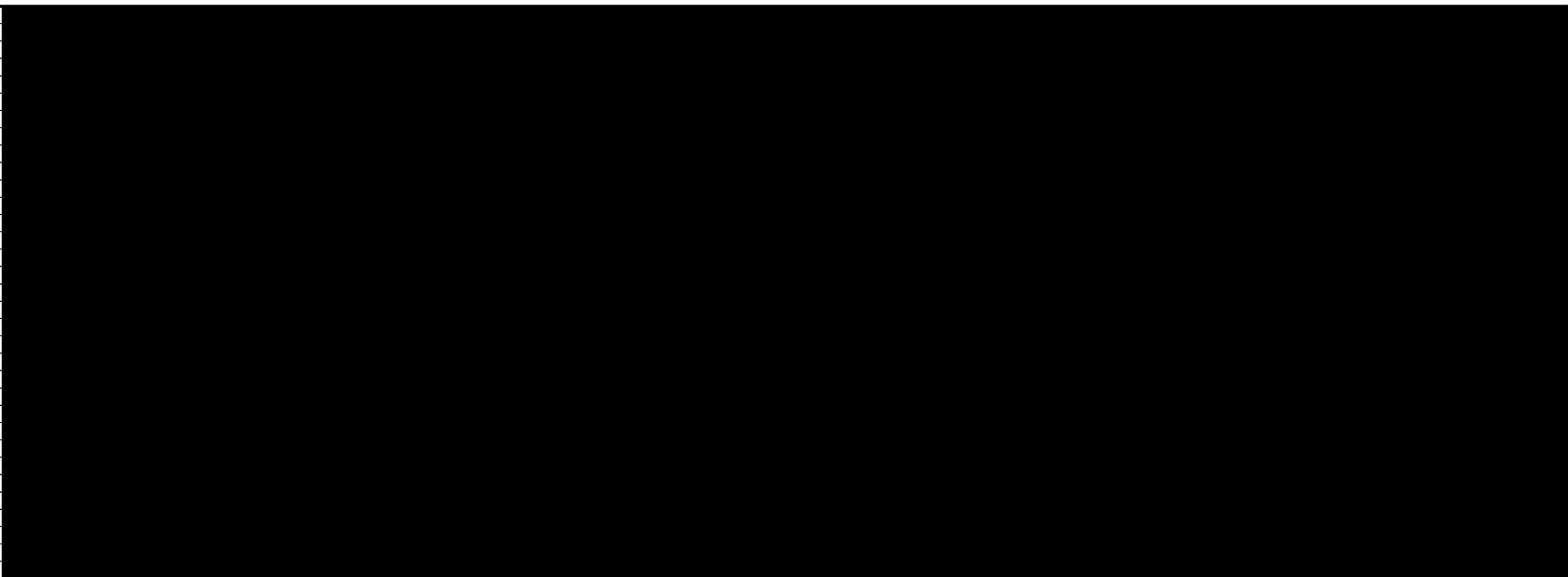
**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
CENTURY TEL  
2014**

MEASUREMENTS	Aug-14
<b>Install Commitments</b>	
Commitments Made	1,293
Commitments Missed	112
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	1,097
Commitments Missed	228
Excludes	40
<b>Service Activation - 5 business day 90%</b>	
Total Orders Completed	1,293
Missed Installs	93
% Orders Completed	92.8%
<b>Service Activation - &gt;90 Days 99%</b>	
Total Orders Completed	3,686
Installs Held Over 90 Days	8
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days 100%</b>	
Total Orders Completed	6,989
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
<b>TrbIs per 100 Access Lines 4</b>	
Access Lines	107,238
Trouble Tickets	905
TrbIs per 100 Access Lines	0.8
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	612
OOS Cleared within 48 Hrs	554
OOS Cleared > 48 Hrs	58
OOS in 48 Hrs Excludes	203
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	239
NOOS Cleared within 72 Hrs	218
NOOS Cleared > 72 Hrs	21
NOOS in 72 Hrs Excludes	25
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

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

Exchange	Sep-13		Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-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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RAYMOND-LABAM
REARDEN
RIMROCK
RITZVILLE
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SOUTH BEND
SOUTH PRAIRIE
SPANGLE
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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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WASHINGTON QUALITY OF SERVICE REPORT  
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