

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

MEASUREMENTS	Sep-14
Install Commitments	
Commitments Made	1,594
Commitments Missed	100
Excludes	0
Repair Commitments	
Commitments Made	888
Commitments Missed	126
Excludes	30
Service Activation - 5 business day 90%	
Total Orders Completed	1,594
Missed Installs	100
% Orders Completed	93.7%
Service Activation - >90 Days 99%	
Total Orders Completed	4,112
Installs Held Over 90 Days	9
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,497
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	107,033
Trouble Tickets	787
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	523
OOS Cleared within 48 Hrs	500
OOS Cleared > 48 Hrs	23
OOS in 48 Hrs Excludes	103
NOOS Cleared within 72 Hours	
NOOS Tickets	226
NOOS Cleared within 72 Hrs	217
NOOS Cleared > 72 Hrs	19
NOOS in 72 Hrs Excludes	217
Switching	obj met
Blockage	obj met

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

Exchange	Oct-13		Nov-13		Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-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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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

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WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
 CENTURY TEL
 2014

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

Exchange	Oct-13			Nov-13			Dec-13			Jan-14			Feb-14			Mar-14			Apr-14			May-14			Jun-14			Jul-14			Aug-14			Sep-14		
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100		
	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result	AL	YKts	Result
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