# 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%
Trbls per 100 Access Lines 4	
Access Lines	107,033
Trouble Tickets	787
Trbls 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

	Oct	:-13	Nov	/-13	De	c-13	Jan	n-14	Feb	<b>)-14</b>	Mai	r-14	Apr	-14	Ma	y-14	Jur	ı-14	Jul	-14	Aug	-14	Sep	-14
Exchange	Total		Total		Total	Missed	Total	Missel	Total		Total		Total	Missaud	Total	Minard	Total		Total		Total	Missaud	Total	
Exchange	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed								
	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs								
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
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MORTON																								

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

	Oct	:-13	Nov	-13	Dec	:-13	Jan	1-14	Feb	o-14	Mai	r-14	Apr	-14	Ma	y-14	Jun	n-14	Ju	l-14	Aug	j-14	Sep	<b>)-14</b>
Exchange	Total Orders Cmpltd	Missed Installs																						
NEAH BAY																								
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WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

2014

	Oct-1	13	Nov-1	3	Dec-1	13	Jan-1	4	Feb-	14	Mar-1	14	Apr-1	14	May-1	14	Jun-1	4	Jul-	14	Aug-	14	Sep-1	14
Exchange	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Lacitatige	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders		Orders	
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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KETTLE FALLS																								
KINGSTON																								

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

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Mar-14

Apr-14

May-14

Jun-14

Feb-14

Oct-13

Nov-13

Dec-13

Jan-14

Aug-14

Sep-14

Jul-14

	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders		Orders	>90
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days		Days			Cmpltd	
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### WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL

2014

Oct-1	3	Nov-1	3	Dec-1	3	Jan-1	4	Feb-1	4	Mar-1	4	Apr-1	4	May-1	4	Jun-1	4	Jul-1	4	Aug-	14	Sep-	-14
Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90	Orders	>90
Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
	Total Orders	Orders >90	Total Held Total Orders >90 Orders	Total Held Total Held Orders >90 Orders >90	Total Held Total Held Total Orders >90 Orders >90 Orders	Total Held Total Held Total Held Orders >90 Orders >90 Orders >90	Total Held Total Held Total Held Total Orders >90 Orders >90 Orders >90 Orders	Total Held Total Held Total Held Total Held Orders >90 Orders >90 Orders >90 Orders >90	Total Held Total Held Total Held Total Held Total Orders >90 Orders >90 Orders >90 Orders >90 Orders	Total Held Total Held Total Held Total Held Total Held Orders >90 Orders >90 Orders >90 Orders >90 Orders >90 Orders	Total Held Total Held Total Held Total Held Total Held Total Held Total Orders >90 Orders >90 Orders >90 Orders >90 Orders	Total Held Orders >90	Total Held Total Orders >90 Orders >90 Orders >90 Orders >90 Orders >90 Orders	Total Held	Total Held Total Orders >90 Orders >90 Orders >90 Orders >90 Orders >90 Orders	Total Held	Total Held Total Orders >90 Orders	Total Held	Total Held	Total Held	Total Held	Total Held	Total Held

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

	Oct	t-13	Nov-	13	Dec-	13	Jan-14	Feb-	14	Mar-	14	Apr-	14	May-	14	Jun	-14	Jul-	14	Aug-	14	Sep-1	14
Exchange	Total	Held	Total	Held	Total	Held	Total Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders	>180	Orders	>180	Orders	>180	Orders >180	Orders	>180														
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MATHEWS CORNERS																							
WATTENS CORNERS																							

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

	Oct-	-13	Nov-	13	Dec-	13	Jan-14	Feb-	14	Mar-	14	Apr-	14	May-	14	Jun-1	14	Jul-	14	Aug-	14	Sep-1	4
Evolungo	Total	Held	Total	Held	Total	Held	Total Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders	>180	Orders	>180	Orders	>180	Orders >180	Orders	>180														
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd Days	Cmpltd	Days														
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MEDICAL LAKE																							
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#### WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL 2014

							2014						
	Oct-13	Nov	-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Exchange	AL Tkts	100 Trbls p Result AL Tkt	er 100 ts Result	Trbls per 100  AL   Tkts   Res	Trbls per 100	Trbls per 100 Result AL Tkts R	Trbls per 100 Result AL Tkts Result	Trbls per 100 t AL Tkts Resu	Trbls per 100  It AL Tkts Result	Trbls per 100  AL Tkts Result	Trbls per 100  AL Tkts Result	Trbls per 100  AL Tkts Result	AL Tkts Result
ALMIRA		#REF! #RE	F!	#REF! #REF!									
AMES LAKE ARLETTA													
ASHFORD													
BASIN CITY BEAVER													
BLAKELY ISLAND													
CARNATION CATHLAMET													
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CRESTON CURTIS													
DAVENPORT													
EAST SOUND EDWALL-TYLER													
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EUREKA EWU													
FALL CITY FORKS													
FOX ISLAND													
FRIDAY HARBOR													
GIG HARBOR GLENOMA	-												
HANSVILLE													
HARRINGTON HUMPTULIPS	-												
HUNTERS													
KAHLOTUS KETTLE FALLS													
KINGSTON													
LAKE QUINAULT LAKEBAY													
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LONG BEACH LOPEZ													
MATHEWS CORNER	-												
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MEDICAL LAKE MESA													
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MONTESANO MORTON													
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STARBUCK TIETON													
TWISP													
VADER VALLEY													
VALLET													

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

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Exchange	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 Tkts Resu	It AL Tkts Result	AL Tkts Result									
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WASHTUCNA												
WILBUR												
WILSON CREEK												
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