# WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL 2014

| MEASUREMENTS                            | Oct-14  |
|---|---------|
| Install Commitments                     |         |
| Commitments Made                        | 1,303   |
| Commitments Missed                      | 86      |
| Excludes                                | 0       |
| Repair Commitments                      |         |
| Commitments Made                        | 1,055   |
| Commitments Missed                      | 928     |
| Excludes                                | 36      |
| Service Activation - 5 business day 90% |         |
| Total Orders Completed                  | 1,303   |
| Missed Installs                         | 88      |
| % Orders Completed                      | 93.2%   |
| Service Activation - >90 Days 99%       |         |
| Total Orders Completed                  | 4,190   |
| Installs Held Over 90 Days              | 7       |
| % of Orders Completed within 90 Days    | 99.8%   |
| Service Activation - >180 Days 100%     |         |
| Total Orders Completed                  | 7,693   |
| Installs Held Over 180 Days             | 4       |
| % of Orders Completed within 180 Days   | 99.9%   |
| Trbls per 100 Access Lines 4            |         |
| Access Lines                            | 106,863 |
| Trouble Tickets                         | 924     |
| Trbls per 100 Access Lines              | 0.9     |
| OOS Cleared within 48 Hours             |         |
| OOS Tickets                             | 565     |
| OOS Cleared within 48 Hrs               | 540     |
| OOS Cleared > 48 Hrs                    | 25      |
| OOS in 48 Hrs Excludes                  | 135     |
| NOOS Cleared within 72 Hours            |         |
| NOOS Tickets                            | 310     |
| NOOS Cleared within 72 Hrs              | 284     |
| NOOS Cleared > 72 Hrs                   | 26      |
| NOOS in 72 Hrs Excludes                 | 17      |
| Switching                               | obj met |
| Blockage                                | obj met |

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

|                          | Nov    | <i>i</i> -13 | Dec    | :-13     | Ja     | n-14   | Feb    | <b>-14</b> | Mai    | r-14     | Арі    | r-14     | May    | /-14     | Jur    | n-14     | Jul    | -14      | Aug      | -14      | Sep    | -14      | Oct-     | 14       |
|--------------------------|--------|--------------|--------|----------|--------|--------|--------|------------|--------|----------|--------|----------|--------|----------|--------|----------|--------|----------|----------|----------|--------|----------|----------|----------|
| l                        | Total  |              | Total  |          | Total  |        | Total  |            | Total  |          | Total  |          | Total  |          | Total  |          | Total  |          | Total    |          | Total  |          | Total    |          |
| Exchange                 | Orders | Missed       | Orders | Missed   | Orders | Missed | Orders | Missed     | Orders | Missed   | Orders | Missed   | Orders | Missed   | Orders | Missed   | Orders | Missed   | Orders   | Missed   | Orders | Missed   | Orders   | Missed   |
|                          | Cmpltd | Installs     | Cmpltd | Installs | Cmpltd |        | Cmpltd | Installs   | Cmpltd | Installs | Cmpltd | Installs | Cmpltd | Installs | Cmpltd | Installs | Cmpltd | Installs | Cmpltd   | Installs | Cmpltd | Installs | Cmpltd   | Installs |
| ALMIRA                   | Ompita |              | Ompitu |          | Ompitu | II .   | Ompita |            | Ompita |          | Ompitu |          | Ompitu |          | Ompitu |          | Ompitu |          | Cilipita |          | Ompitu |          | Cilipita |          |
| AMES LAKE                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| ARLETTA                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| ASHFORD                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| BASIN CITY               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| BEAVER                   |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| BLAKELY ISLAND           |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CARNATION                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CATHLAMET                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CHENEY                   |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CHEWELAH                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CHINOOK                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CLALLAM BAY              |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CLEARWATER               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CONNELL                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| COULEE CITY              |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| COWICHE                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CRESTON                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CURTIS                   |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| DAVENPORT                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| EASTSOUND                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| EDWALL-TYLER             |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| ELMA                     |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| ELTOPIA                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| EUREKA                   |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| EWU                      |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| FALL CITY                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| FORKS                    |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| FOX ISLAND               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| FRIDAY HARBOR            |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| GIG HARBOR               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| GLENOMA                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| HANSVILLE                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| HARRINGTON               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| HUMPTULIPS               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| HUNTERS                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| KAHLOTUS                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| KETTLE FALLS             |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| KINGSTON                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| LAKE QUINAULT<br>LAKEBAY |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| LIND                     |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| LONG BEACH               |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| LOPEZ                    |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| CORNERS                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MCCLEARY                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MEDICAL LAKE             |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MESA                     |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MINERAL                  |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MONTESANO                |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| MORTON                   |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| NEAH BAY                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
| NESPELEM                 |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
|                          |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |
|                          |        |              |        |          |        |        |        |            |        |          |        |          |        |          |        |          |        |          |          |          |        |          |          |          |

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

|                         | Nov                       | <i>r</i> -13       | Dec                       | :-13               | Jan                       | ı-14               | Feb                       | <b>-14</b>         | Mai                       | r-14               | Apı                       | r-14               | May                       | <i>r</i> -14       | Jur                       | 1-14               | Jul                       | -14                | Aug                       | j-14               | Sep                       | -14                | Oct                       | -14                |
|-------------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|---------------------------|--------------------|
| Exchange                | Total<br>Orders<br>Cmpltd | Missed<br>Installs |
| NORTH BEND              |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| OCEAN PARK              |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| OCOSTA                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| ODESSA                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| ORTING                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| PACIFIC BEACH           |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| PACKWOOD                |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| PE ELL                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| PUGET ISLAND            |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| RANDLE                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| RAYMOND-LABAM           |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| REARDEN                 |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| RIMROCK                 |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| RITZVILLE<br>ROYAL CITY |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| SNOQUALMIE PASS         |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| SOUTH BEND              |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| SOUTH BEND              |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| SPANGLE                 |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| SPRAGUE                 |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| STARBUCK                |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| TIETON                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| TWISP                   |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| VADER                   |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| VALLEY                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| VASHON                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| WASHTUCNA               |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| WILBUR                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| WILSON CREEK            |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| WINTHROP                |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
| YACOLT                  |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |
|                         |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |                           |                    |

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

|                           | Nov-   | 13   | Dec-1  | 3    | Jan-1  | 14   | Feb-1  | 14   | Mar-1  | 14   | Apr-1  | 14   | May-   | 14   | Jun-1  | 14   | Jul-1  | 14   | Aug    | -14  | Sep-   | 14   | Oct-1  | 14   |
|---------------------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| Fb.a.a.a.                 | Total  | Held |        | Held | Total  |      | Total  | Held |
| Exchange                  | Orders | >90  |
|                           | Cmpltd | Days |
| ALMIRA                    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| AMES LAKE                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ARLETTA                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ASHFORD                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BASIN CITY                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BEAVER                    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BLAKELY ISLAND            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CARNATION                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CATHLAMET                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHENEY                    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHEWELAH                  |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHINOOK                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CLALLAM BAY               |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CLEARWATER                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CONNELL                   | _      |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| COULEE CITY               | _      |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| COWICHE                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CRESTON                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CURTIS                    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| DAVENPORT                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EASTSOUND<br>EDWALL-TYLER |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ELMA                      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ELTOPIA                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EUREKA                    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EWU                       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FALL CITY                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FORKS                     |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FOX ISLAND                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FRIDAY HARBOR             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| GIG HARBOR                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| GLENOMA                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HANSVILLE                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HARRINGTON                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HUMPTULIPS                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HUNTERS                   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KAHLOTUS                  |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KETTLE FALLS              |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KINGSTON                  |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LAKE QUINAULT             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                           |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |

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

|                 | Nov-1  | 13   | Dec-1  | 3    | Jan-1  | 4    | Feb-1  | 4    | Mar-1  | 14   | Apr-1  | 14   | May-1  | 14   | Jun-1  | 4    | Jul-1  | 4    | Aug-14   | ļ    | Sep-   | 14   | Oct-1  | 14   |
|-----------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|----------|------|--------|------|--------|------|
| Evolungo        | Total  | Held | Total I  | leld | Total  | Held | Total  | Held |
| Exchange        | Orders | >90  | Orders   | >90  | Orders | >90  | Orders | >90  |
|                 | Cmpltd | Days | Cmpltd E | ays  | Cmpltd | Days | Cmpltd | Days |
| LAKEBAY         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| LIND            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| LONG BEACH      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| LOPEZ           |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MATHEWS CORNERS |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MCCLEARY        |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MEDICAL LAKE    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MESA            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MINERAL         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MONTESANO       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| MORTON          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| NEAH BAY        |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| NESPELEM        |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| NORTH BEND      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| OCEAN PARK      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| OCOSTA          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| ODESSA          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| ORTING          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| PACIFIC BEACH   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| PACKWOOD        |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| PE ELL          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| PUGET ISLAND    |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| RANDLE          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| RAYMOND-LABAM   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| REARDEN         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| RIMROCK         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| RITZVILLE       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| ROYAL CITY      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| SNOQUALMIE PASS |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| SOUTH BEND      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| SOUTH PRAIRIE   |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| SPANGLE         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| SPRAGUE         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| STARBUCK        |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| TIETON          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| TWISP           |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| VADER           |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| VALLEY          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| VASHON          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
| WASHTUCNA       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |
|                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |          |      |        |      |        |      |

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

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|              | Nov-1  | 13   | Dec-   | 13   | Jan-1  | 4    | Feb-1  | 14   | Mar-1  | 14   | Apr-1  | 4    | May-1  | 14   | Jun-   | 14   | Jul-1  | 4    | Aug-   | ·14  | Sep-   | 14   | Oct-   | 14   |
|--------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| Exchange     | Total  | Held |
| Lacitatige   | Orders | >90  |
|              | Cmpltd | Days |
| WILBUR       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WILSON CREEK |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WINTHROP     |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |

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

Apr-14

May-14

Jun-14

Jul-14

Aug-14

Sep-14

Oct-14

Mar-14

Nov-13

Dec-13

Jan-14

Feb-14

|                 | 1404-1    |      | DCC    |      | Jan-14      | 1 00-  |      | IVIGI- |      |        |      | IVIAy- |      | - Juli |      | oui-   |      | Aug    |      | ОСР    |      | 001-1  |      |
|-----------------|-----------|------|--------|------|-------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| Exchange        | Total     | Held | Total  | Held |             | Total  | Held |
| Lacitatige      | Orders    | >180 | Orders | >180 | Orders >180 | Orders | >180 |
|                 | Cmpltd    | Days | Cmpltd | Davs | Cmpltd Days | Cmpltd | Days |        | Days | Cmpltd | Days | Cmpltd | Days | Cmpltd | Davs | Cmpltd | Davs | Cmpltd |      | Cmpltd | Days | Cmpltd | Days |
| ALMIRA          | 0111,0111 | ,-   |        |      |             |        |      |        | ,-   |        |      | 0111   | ,-   |        | ,-   |        | ,-   |        | ,-   |        |      |        | ,-   |
| AMES LAKE       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                 |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ARLETTA         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ASHFORD         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BASIN CITY      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BEAVER          |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| BLAKELY ISLAND  |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CARNATION       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CATHLAMET       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHENEY          |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHEWELAH        |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                 |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CHINOOK         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CLALLAM BAY     |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CLEARWATER      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CONNELL         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| COULEE CITY     |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| COWICHE         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CRESTON         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| CURTIS          |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| DAVENPORT       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EASTSOUND       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EDWALL-TYLER    |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ELMA            |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ELTOPIA         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                 |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EUREKA          |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| EWU             |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FALL CITY       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FORKS           |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FOX ISLAND      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| FRIDAY HARBOR   |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| GIG HARBOR      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| GLENOMA         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HANSVILLE       |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HARRINGTON      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HUMPTULIPS      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| HUNTERS         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                 |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KAHLOTUS        |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KETTLE FALLS    |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| KINGSTON        |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LAKE QUINAULT   |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LAKEBAY         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LIND            |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LONG BEACH      |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| LOPEZ           |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MATHEWS CORNERS |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MCCLEARY        |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MEDICAL LAKE    |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
|                 |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MESA            |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MINERAL         |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| -               |           |      |        |      |             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |

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

|                       | Nov-13 |      | Dec-   |      | Jan    | -14  | Feb-1  | 4    | Mar-   |      | Apr-   | 14   | May-   | 14   | Jun-   |      | Jul-   | 14   | Aug-   | 14   | Sep-   | 14   | Oct-1  | 4    |
|-----------------------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| Exchange              |        | Held | Total  | Held |        | Held | Total  | Held |
| Exchange              | Orders | >180 | Orders |      | Orders |      | Orders | >180 | Orders |      | Orders | >180 | Orders | >180 |        | >180 |
|                       | Cmpltd | Days |
| MONTESANO             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MORTON                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| NEAH BAY              |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| NESPELEM              |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| NORTH BEND            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| OCEAN PARK            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| OCOSTA                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ODESSA                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ORTING                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| PACIFIC BEACH         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| PACKWOOD              |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| PE ELL                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| PUGET ISLAND          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| RANDLE                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| RAYMOND-LABAM         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| REARDEN               |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| RIMROCK               |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| RITZVILLE             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| ROYAL CITY            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| SNOQUALMIE PASS       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| SOUTH BEND            |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| SOUTH PRAIRIE         |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| SPANGLE               |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| SPRAGUE               |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| STARBUCK              |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| TIETON<br>TWISP       |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| VADER                 |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| VALLEY                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| VASHON                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WASHTUCNA             |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WILBUR                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WILSON CREEK          |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| WILSON CREEK WINTHROP |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| YACOLT                |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |
| MODE                  |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |        |      |

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

| The column   The   |                 | Trble per 100  |                |                |                | Mar-14        | Apr-14             | May-14        | Jun-14        |          |               |             |        | Sep-14         | Oct-14       |
|--|-----------------|----------------|----------------|----------------|----------------|---------------|--------------------|---------------|---------------|----------|---------------|-------------|--------|----------------|--------------|
| MET MAY 1 MA |                 | Trbis per 100  | Trbis 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 1 | 00     | Trbls per 100  | Trbls per 10 |
| SCHEROLD STATE OF STA |                 | AL Tkts Result | AL Tkts Result | AL Tkts Result | AL Tkts Result | AL Tkts Res   | ult AL Tkts Result | AL Tkts Resul | t AL Tkts F   | esult Al | L Tkts Result | AL Tkts     | Result | AL Tkts Result | AL Tkts      |
| HEAT TO A STATE OF THE PROPERTY OF THE PROPERT | LMIRA           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Section   Sect   | RI FTTA         |                |                |                |                | _             |                    |               |               |          |               |             |        |                |              |
| Bear of City   | SHEORD          |                |                |                |                | $\overline{}$ |                    |               |               |          |               |             |        |                |              |
| STATE OF THE STATE | ASIN CITY       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| S. ADT   S. ADT   S. ADT   | EAVER           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Sabato   S   | LAKELY ISLAND   |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CORN AMERICAN CONTROLL CONTROL | ARNATION        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Color   Colo   | ATHLAMET        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CENTAL COLOR OF COLOR | HENEY           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CALLAND AND CONTROL OF | HEWELAH         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CALLAND AND CONTROL OF | HINOOK          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| COMMENT OF THE PROPERTY OF THE | LALLAM BAY      |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| COLLEG OFF  COLLEG |                 |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CONCIDENT CONTROL CONT | ONNELL          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LIGHT STATE OF THE | OULEE CITY      |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Lister State of Control Contro | OWICHE          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MANAGEMENT   | RESTON          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Leaf SOUNDER  LE | URTIS           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ENDALLY YER ELTONA CHICKAN CHI | AVENPORT        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ELIMA ELISTAN FILE STATE FILE STA | AST SOUND       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ELECTRIA  FOR TO THE TOP TO THE TO THE TOP T | JWALL-I YLEK    |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CLUSTED   CLUS   | TODIA           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FOUL OF THE PROPERTY OF THE PR | IDEKA           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FALCOTY  FOOT SEAMS  FROM THE  |                 |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FERRICA MADIG  BENEVITA MADIG  | ALL CITY        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FOR GLAMPORTS GL | DRKS            |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FIREAN MARGERS   | DX ISLAND       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| GE MASSIGN MASSICHE M | RIDAY HARBOR    |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| CASTOCAN HARRISTORY HA | IG HARBOR       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MASPACHE   | LENOMA          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| Mortanion   Mort   | ANSVILLE        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MAJEPTILE   SALES  | ARRINGTON       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| KAMEDTUS STORY STO | UMPTULIPS       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| KETTLE FALLS  AMEBUY  LAMEBUY  LAMEBUY  LONG PEACH  LONG PEACH  LONG PEACH  LONG PEACH  LONG PEACH  MISTORIAL LAME  MISTORIAL  | UNTERS          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| FINASTON   | AHLOTUS         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LAKE DANALIT LAKEBAY LONG BEACH LONG BEACH LONG BEACH MCLEARY  | ETTLE FALLS     |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LAKEBAY  | NGSTON          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LIND LONGE AGCH LONGE AGCH LONGE AGCH MATHEWS CORNER MOCLEARY MINICAL LAME MINICAL LAME MINICAL LAME MINICAL LAME MINICAL LAME MONTESANO MORTEN MORTE | AKE QUINAULT    |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LONG EREACH MOTERNA CORNER MOTERNA CORNER MOCLARY MOTERNA CORNER M | AKEBAY          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| LOFEZ MATERIA COCHRER MEDICAL IME MEDICAL IME MEDICAL IME MEDICAL IME MEDICAL IME MOTTESMO MO | ND              |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MATHEWS CORNER  MATHEWS CORNER  MESA  MESA  MESA  MESA  MORTON  MORTON  MORTON  MOSPICE  MOSP | ONG BEACH       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MCCLARY MCCLAR | DPEZ            |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MEDICAL LAKE  MESA PLA  MONTESANO  MONTESANO  MORTON  NEAH BAY  NEAH BAY  NEAH BAY  OCEAN PARK  OCEAN PARK  OCESTA  OOTSIGA  OOTS | ATHEWS CORNER   |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MESANA MORTON MO | CCLEARY         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MMERAL MONTEGRAND MONT | EDICAL LAKE     |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MONTESANO MORTON MORE SERIEM MORTON MORTHERND OCEAN PARK COCSTA C | INEDAL          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| MORTON MCSHEMP | ONTESANO        |                |                |                |                | $\overline{}$ |                    |               |               |          |               |             |        |                |              |
| NEAP LEW NORTH REND NO | OPTON           |                |                |                |                | $\overline{}$ |                    |               |               |          |               |             |        |                |              |
| NESPELEM NORTHBEND COCRETA COCRETA COCRETA COCRETA COCRETA COCRETA COTING PACIFIC BEACH RANDOR RANDOR RANDOR REARDEN REARDEN REARDEN REARDEN REARDEN REARDEN ROYAL CITY SNOCULAMIE PAS SNOCULAMIE PAS SNOCULAMIE PAS SNOCULAMIE PAS SNOCULAMIE PAS SNOCULAMIE PAS SNOCULAMIE ROGE SOUTH BEND SPANGLE | EAH BAY         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| NORTHEBND COCEAN PARK COCEAN P | ESPELEM         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| OCEAN PARK OCESSA ODESSA ODESSA ODESSA ODESSA OOTTO ORTHO PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PACIFIC BEACH PUSET ISLAND RANDLE RAYMOND-LABAM REARDEN RANDLE RAMDEN RAMDCK RAMDCK RAMCK  | ORTHBEND        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| OCOSTA ODESSA ORTING PACIFIC BEACH PACIFIC BEACH PACHYOOO PELL PUSET ISAND PUSET ISAND PUSET ISAND RAMEDINALBAM BE ARDEN RAMEDINALBAM RE ARDEN RITAYILLE ROYAL CITY SNOCULALMIE PASS SNOCULALMIE RIDGE SOUTH BERD SOUTH BERD SPRAGUE S | CEAN PARK       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ODESSA         OORTING           PACIFIC BEACH         PACIFIC BEACH           PACIFIC BEACH         PACIFIC BEACH           PE ELL         PUIGET ISLAND           RANDIA         PACIFICATION           RAYMOND-LABAM         REARDEN           RAMDOCK         PACIFICATION           ROYAL CITY         SNOOLALMIE PAS           SNOOLALMIE PAS         SNOOLALMIE RIDGE           SOUTH BEND         SOUTH BEND           SOUTH PRAIRIE         SPRAGUE           SPRAGUE         SPRAGUE           STARBUCK         TIETON           TUSP         VADER           VALEF         VALEF           VALIEF         VALIEF           VALIEF         WALIEF           VALIEF         WALIEF  | COSTA           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ORTING PACIFIC BEACH PACIFIC BEACH PACHYOOD PE ELL PLOET ISLAND RANDLE RANDLE RANDLE RANDLE REARDEN REARDEN REARDEN REARDEN RITZYLLE ROYAL CITY SNOCULALME RIDGE SOUTH PRAIRIE SUTH PARINE SPRAGUE SPRAGUE STARBUCK TIETON THISP VALER VAL | DESSA           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| PACIFIC BEACH PACIFIC BEACH PE ELL PUIGET ISLAND RANDLE RAYMOND-LABAM REARDEN RIMMOCK  | RTING           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| PACKWOOD PE ELL PUSET ISLAND RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZYLLE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE PASS SNOQUALMIE PASS SNOQUALMIE RIDGE SUITH PRAIRE SPRAGUE STARBUCK TIETON THEOR THEOR THEOR THEOR THEOR WASHON WASHTUCNA WILBIR WILBI | ACIFIC BEACH    |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| PE ELL PUGET ISLAND RANDLE RANDLE RAYMOND-JABAM REARDEN RIMROCK RITZVILE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE RIGE SOUTH PRARIE SPANGLE SPANGLE SPANGLE STARRUCK TIETON TWISP VALEY VALEY VALEY VALEY VALEY VASHON WASHTUCNA WII BIJB WII BIJB WII BIJB WII BIJB WII BIJB WASHON WASHTUCNA WII BIJB WII BIJB WII BIJB WII BIJB WII BIJB WASHON WASHTUCNA WII BIJB | ACKWOOD         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE RIGGE SOUTH PRAIRIE SPANGLE SPANGLE SPANGLE SPANGLE STARRUCK TIETON TWISP VALEY VALEY VALEY VALEY VALEY VASHON WASHTUCNA WILB IJB WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL W | E ELL           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| RANDLE RAYMOND-LABAM REARDEN RIMROCK RITZVILE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE RIGGE SOUTH PRAIRIE SPANGLE SPANGLE SPANGLE SPANGLE STARRUCK TIETON TWISP VALEY VALEY VALEY VALEY VALEY VASHON WASHTUCNA WILB IJB WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL W | JGET ISLAND     |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| REARDEN RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE RIGE SOUTH PRAIRIE SPANGLE SPANGLE SPANGLE SPANGLE STARRUCK TIETON TWISP VALLEY VALLEY VALLEY VASHON WASHTUCNA WILL BILL WILL BILL WILL BILL WILL BILL WASHON WASHTUCNA WILL BILL WILL WILL BILL WILL BILL WILL BILL WILL BILL WILL BILL WILL BILL WILL WILL BILL WILL WILL BILL WILL WILL BILL WILL BILL WILL BILL WILL BILL WILL BILL WILL BILL WILL | ANDI F          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| RIMROCK RITZVILLE ROYAL CITY SNOQUALMIE PASS SNOQUALMIE RIDGE SOUTH BEND SOUTH PRAIRE SPANGLE SPANGLE SPANGLE STARBUCK TIETON TWISP VALEY VALEY VALEY VASHON WASHTUCNA WILB ILB WILLE WASHON WASHTUCNA WILB ILB WILLE WILLE WILLE WILLE WASHON WASHTUCNA WILLE WILL WILL   | AYMOND-LABAM    |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| RITZVILE ROYAL CITY SNOQUALMIE PASS SNOQUALME RIDGE SOUTH BEND SOUTH PRAIRE SPANGE SPANGE SPANGE STARRUCK TIETON TWISP VALEY VALEY VALEY VALEY VALEY VASHON WASHTUCNA WIL BILB WILL BILB W | EARDEN          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| ROYAL CITY SNOQUALMIE PASS SNOQUALMIE PASS SNOQUALMIE PASS SOUTH BEND SOUTH BEND SOUTH BEND SOUTH PAIRIE SPANGLE SPANGLE SPANGLE STARBUCK TIETON TWISP VALLEY VALLEY VASHON WASHTUCNA WILB IJB W | MROCK           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SNOQUALMIE PASS SNOQUALMIE RIDGE SOUTH PRAIRIE SPANGLE SPANGLE SPANGLE SPANGLE STARBUCK TIGTON TWISP VALEY VALEY VALEY VALEY VASHON WASHTUCNA WILB IIB   | IIZVILLE        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SNOQUALME RIDGE SOUTH BENDD SOUTH PRAIRIE SPANGLE SPARGUE STARBUCK TIETON TWISP VALLEY VALLEY VASHON WASHTUCNA WILBUR WIL | UYAL CITY       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SOUTH PRAIRIE SPANGLE SPANGLE SPANGUE STARBUCK TIETON TWISP VALEY VALEY VALEY VASHON WASHTUCNA WILBIUR WILBIUR   | NOQUALMIE PIROS |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SOUTH PRAIRIE SPANGLE SPANGLE SPANGUE STARBUCK TIETON TWISP VALEY VALEY VALEY WASHON WASHTUCNA WILBIUR WILBIUR   | NUQUALMIE KIDGE |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SPRAGUE STARBUCK TIETON TWISP VADER VALLEY VASHON WASHTUCNA WILBUR   | OUTH BEND       |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| SPRAGUE STARBUCK TIETON TWISP VADER VALLEY VASHON WASHTUCNA WILBUR   | DANGI E         |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| STARBUCK THETON TWISP VALEY VALLEY VASHON WASHTUCNA WILD IN BURN WASHTUCNA   | PRAGUE          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| TIETON TWISP VADER VALLEY VASHON WASHTUCNA   | TARRIJCK        |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| TWISP VALER VALLEY VALLEY WASHON WASHTUCNA WILB UR   | FTON            |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| VADER VALEY VASHON WASHTURNA WII BIJR  | WISP            |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| VALLEY VASHON WASHTUCNA WII BUR  |                 |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| VASHON WASHTUCNA WILBUR  | ALLEY           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| WASHTURNA WIN BUR  | ASHON           |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| WILBUR   |                 |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
| WILSON CREEK   | II BUR          |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |
|  | ILSON CREEK     |                |                |                |                |               |                    |               |               |          |               |             |        |                |              |

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

| 2014 |  |
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| Exchange |    | Nov-13    | Dec-13 |    |          |     | Jan-14 |     |               |        | Feb-14        |      |       |               | Mar-14 |       |        |               | Apr-14 |        |               |      |    |      | Jun-14 |          |        | Jul-1         | 4    |     | Aug-14 |               |      |        | Sep-14 |               |     |        | Oct-14 |          |      |       |
|----------|----|-----------|--------|----|----------|-----|--------|-----|---------------|--------|---------------|------|-------|---------------|--------|-------|--------|---------------|--------|--------|---------------|------|----|------|--------|----------|--------|---------------|------|-----|--------|---------------|------|--------|--------|---------------|-----|--------|--------|----------|------|-------|
|          | T  | bls per 1 | 00     | 1  | rbls per | 100 |        | Trt | Trbls per 100 |        | Trbls per 100 |      | 100   | Trbls per 100 |        |       | )      | Trbls per 100 |        |        | Trbis per 100 |      |    |      | T      | rbls per |        | Trbls per 100 |      |     |        | Trbls per 100 |      |        |        | Trbls per 100 |     |        |        | Trbls pe |      |       |
|          | AL | Tkts      | Result | AL | Tkts     | Res | ult    | AL  | Tkts          | Result | AL            | Tkts | Resul | AL            | TH     | kts I | Result | AL            | Tkts   | Result | AL            | Tkts | Re | sult | AL     | Tkts     | Result | AL            | Tkts | Res | ult    | AL            | Tkts | Result | Al     | Τ.            | kts | Result | AL     | Tkts     | s Re | esult |
| WINTHROP |    |           |        |    |          |     |        |     |               |        |               |      |       |               |        |       |        |               |        |        |               |      |    |      |        |          |        |               |      |     |        |               |      |        |        |               |     |        |        |          |      |       |