

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY  
EMBARQ  
2014**

<b>MEASUREMENTS</b>	<b>Oct-14</b>
<b>Install Commitments</b>	
Commitments Made	431
Commitments Missed	34
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	357
Commitments Missed	41
Excludes	4
<b>Service Activation</b>	
Total Orders Completed	431
Missed Installs	28
% Orders Completed	93.5%
<b>Service Activation - &gt;90 Days</b>	
Total Orders Completed	1,332
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days</b>	
Total Orders Completed	2,475
Installs Held Over 180 Days	1
% of Orders Completed within 180 Days	100.0%
<b>Trbls per 100 Access Lines</b>	
Access Lines	48,274
Trouble Tickets	338
Trbls per 100 Access Lines	0.7
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	227
OOS Cleared within 48 Hrs	220
OOS Cleared > 48 Hrs	7
OOS in 48 Hrs Excludes	20
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	101
NOOS Cleared within 72 Hrs	100
NOOS Cleared > 72 Hrs	1
NOOS in 72 Hrs Excludes	3
<b>Switching</b>	obj met
<b>Blockage</b>	obj met