

**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	127
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%
TrbIs per 100 Access Lines 4	
Access Lines	106,863
Trouble Tickets	924
TrbIs 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