

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

MEASUREMENTS	Nov-14
Install Commitments	
Commitments Made	892
Commitments Missed	81
Excludes	0
Repair Commitments	
Commitments Made	1,035
Commitments Missed	210
Excludes	34
Service Activation - 5 business day 90%	
Total Orders Completed	892
Missed Installs	67
% Orders Completed	92.5%
Service Activation - >90 Days 99%	
Total Orders Completed	3,789
Installs Held Over 90 Days	7
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,475
Installs Held Over 180 Days	4
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	106,289
Trouble Tickets	875
TrbIs per 100 Access Lines	0.8
OOS Cleared within 48 Hours	
OOS Tickets	560
OOS Cleared within 48 Hrs	524
OOS Cleared > 48 Hrs	36
OOS in 48 Hrs Excludes	169
NOOS Cleared within 72 Hours	
NOOS Tickets	265
NOOS Cleared within 72 Hrs	236
NOOS Cleared > 72 Hrs	29
NOOS in 72 Hrs Excludes	14
Switching	obj met
Blockage	obj met

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

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		
	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	
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																									
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																									
CORNERS																									
MCCLERY																									
MEDICAL LAKE																									
MESA																									
MINERAL																									
MONTESANO																									
MORTON																									

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

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs	Total Orders Cmpltd	Missed Installs
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																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 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																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days
KINGSTON																								
LAKE QUINAULT																								
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																								

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2014

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 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																								
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																								

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

Exchange	Dec-13		Jan-14		Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14	
	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days
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																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

Exchange	Dec-13			Jan-14			Feb-14			Mar-14			Apr-14			May-14			Jun-14			Jul-14			Aug-14			Sep-14			Oct-14			Nov-14					
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100					
	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result
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																																							
EAST SOUND																																							
EDWALL-TYLER																																							
ELMA																																							
ELTOPIA																																							
EUREKA																																							
EWU																																							
FALL CITY																																							
FORKS																																							
FOX ISLAND																																							
FRIDAY HARBOR																																							
GIG HARBOR																																							
GLENOMA																																							
HANSHVILLE																																							
HARRINGTON																																							
HUMPTULIPS																																							
HUNTERS																																							
KAHLOTUS																																							
KETTLE FALLS																																							
KINGSTON																																							
LAKE QUINAULT																																							
LAKEBAY																																							
LIND																																							
LONG BEACH																																							
LOPEZ																																							
MATHEWS CORNER																																							
MCCLARY																																							
MEDICAL LAKE																																							
MESA																																							
MINERAL																																							
MONTESANO																																							
MORTON																																							
NEAH BAY																																							
NESPELEM																																							
NORTHBEND																																							
OCEAN PARK																																							
OCOSTA																																							
ODESSA																																							
ORTING	3227	23	0.7	3226	51	1.6	3214	50	1.6	3209	36	1.1	3200	23	0.7	3187	18	0.6	3170	23	0.7	3179	35	1.1	3172	30	0.9	3179	35	#DIV/0!	3170	26	#DIV/0!	3156	33	#DIV/0!			
PACIFIC BEACH	885	13	1.5	882	8	0.9	875	7	0.8	874	3	0.3	865	6	0.7	865	2	0.2	861	4	0.5	862	7	0.8	851	9	1.1	845	5	0.2	844	11	0.3	843	11	0.3			
PACWOOD	678	1	0.1	673	7	1.0	668	4	0.6	662	8	1.2	657	2	0.3	654	7	1.1	649	2	0.3	644	6	0.9	634	4	0.6	632	2	0.2	624	4	0.5	621	11	1.3			
PE ELL	561	12	2.1	559	15	2.7	558	2	0.4	551	8	1.5	543	6	1.1	537	6	1.1	530	10	1.9	530	9	1.7	527	4	0.8	524	9	1.4	515	11	1.8	508	8	1.3			
PIUGET ISLAND	325	3	0.9	324	1	0.3	325	0	0.0	328	5	1.5	338	5	1.5	341	7	2.1	335	3	0.9	339	1	0.3	339	4	1.2	343	6	1.1	355	1	0.2	362	2	0.4			
RANDLE	680	3	0.4	677	6	0.9	674	2	0.3	667	4	0.6	662	4	0.6	662	2	0.3	653	4	0.6	647	2	0.3	644	9	1.4	636	11	3.2	629	4	1.1	625	3	0.8			
RAYMOND-LABAM	1932	27	1.4	1920	23	1.2	1914	17	0.9	1916	26	1.4	1899	34	1.8	1891	11	0.6	1879	19	1.0	1868	16	0.9	1850	22	1.2	1843	14	2.2	1847	29	4.6	1839	23	3.7			
REARDEN	962	8	0.8	948	32																																		

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

Exchange	Dec-13			Jan-14			Feb-14			Mar-14			Apr-14			May-14			Jun-14			Jul-14			Aug-14			Sep-14			Oct-14			Nov-14				
	Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100			Trbls per 100				
	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts	Result	AL	TKts
VASHON	3364	26	0.8	3328	35	1.1	3313	17	0.5	3286	24	0.7	3241	21	0.6	3226	15	0.5	3214	21	0.7	3208	21	0.7	3198	20	0.6	3165	26	4.7	3149	35	6.4	3151	36	6.7		
WASHUCNA	177	4	2.3	176	4	2.3	174	1	0.6	173	2	1.2	172	2	1.2	174	1	0.6	171	4	2.3	171	1	0.6	169	2	1.2	169	0	0.0	167	5	0.2	164	1	0.0		
WILBUR	775	7	0.9	773	5	0.6	766	0	0.0	763	4	0.5	764	5	0.7	757	6	0.8	758	17	2.2	758	10	1.3	746	11	1.5	749	10	5.9	747	6	3.6	745	8	4.9		
WILSON CREEK	216	1	0.5	213	3	1.4	213	1	0.5	214	2	0.9	211	2	0.9	213	3	1.4	211	2	0.9	211	2	0.9	208	2	1.0	206	8	1.1	206	1	0.1	206	3	0.4		
WINTHROP	1841	6	0.3	1834	4	0.2	1825	2	0.1	1809	3	0.2	1800	8	0.4	1791	2	0.1	1785	5	0.3	1782	2	0.1	1750	29	1.7	1728	17	8.3	1714	9	4.4	1704	5	2.4		
YACOLT	1448	19	1.3	1443	24	1.7	1446	9	0.6	1447	11	0.8	1441	6	0.4	1444	10	0.7	1444	4	0.3	1443	13	0.9	1446	11	0.8	1438	3	0.2	1441	14	0.8	1442	19	1.1		