

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

MEASUREMENTS	Dec-14
Install Commitments	
Commitments Made	968
Commitments Missed	91
Excludes	0
Repair Commitments	
Commitments Made	1,077
Commitments Missed	176
Excludes	42
Service Activation - 5 business day 90%	
Total Orders Completed	973
Missed Installs	92
% Orders Completed	90.5%
Service Activation - >90 Days 99%	
Total Orders Completed	3,168
Installs Held Over 90 Days	7
% of Orders Completed within 90 Days	99.8%
Service Activation - >180 Days 100%	
Total Orders Completed	7,189
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	105,874
Trouble Tickets	967
TrbIs per 100 Access Lines	0.9
OOS Cleared within 48 Hours	
OOS Tickets	581
OOS Cleared within 48 Hrs	528
OOS Cleared > 48 Hrs	53
OOS in 48 Hrs Excludes	140
NOOS Cleared within 72 Hours	
NOOS Tickets	308
NOOS Cleared within 72 Hrs	275
NOOS Cleared > 72 Hrs	33
NOOS in 72 Hrs Excludes	7
Switching	obj met
Blockage	obj met

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

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

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TROUBLES PER 100 ACCESS LINES
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