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%
Trbls per 100 Access Lines 4	
Access Lines	105,874
Trouble Tickets	967
Trbls 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

	Jan	-14	Feb	-14	Ma	ır-14	Apr	-14	May	y-14	Jur	า-14	Jul	-14	Aug	g-14	Sep)-14	Oct	-14	Nov	<i>'</i> -14	Dec-	-14
Facely and the	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
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ASHFORD																								
BASIN CITY																								
BEAVER																								
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MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM																								

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

	Jan	-14	Feb	-14	Mar	r-14	Арі	r-14	May	/-14	Jur	1-14	Jul-	-14	Aug	j-14	Sep	-14	Oct	-14	Nov	/-14	Dec	:-14
Exchange	Total Orders Cmpltd	Missed Installs																						
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ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
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REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
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SOUTH BEND																								
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SPANGLE																								
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STARBUCK																								
TIETON TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL 2014

											.014													
	Jan-		Feb-1		Mar-1		Apr-1		May-1		Jun-1		Jul-1		Aug-		Sep-		Oct-14		Nov-		Dec-1	
Exchange	Total	Held		leld	Total	Held		Held																
1	Orders	>90			Orders	>90		>90																
AL 14/D A	Cmpltd	Days	Cmpltd D	ays	Cmpltd	Days	Cmpltd	Days																
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AMES LAKE ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
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CHINOOK CLALLAM BAY																								
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CRESTON																								
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DAVENPORT																								
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FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS KAHLOTUS																								
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KINGSTON																								
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LAKEBAY																								
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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL 2014

											2014													
	Jan-1	14	Feb-1	4	Mar-1	4	Apr-1	14	May-1	14	Jun-1	14	Jul-1	4	Aug-	14	Sep-	14	Oct-	14	Nov-	-14	Dec-	14
Exchange	Total	Held																						
Zaonango	Orders	>90																						
	Cmpltd	Days																						
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

Total Held Tot		Jan	-14	Feb-	14	Mar-	14	Apr-1	4	May-	14	Jun-	-14	Jul-1	14	Aug-14		Sep-1	14	Oct-	14	Nov-	14	Dec-1	14
Complete Days Complete	Evolungo	Total	Held	Total	Held	Total	Held			Total	Held	Total	Held	Total	Held	Total He	eld	Total	Held	Total	Held	Total	Held	Total	Held
ALMINE AMERICAN MRISTANE MRISTANE MRISTANE MRISTANE BEAVER BEAVER BEAVER BEAVER BEAVER BEAVER BEAVER CHEMICAN COMMITTOR CHEMICAN	Exchange																								>180
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ELARELY INSLAND CARNATION CATHLAMET CHENEY C																									
CARNATION CATHLAMET CHENEY CHEWELAH CHINODOS GENOMA CLEARWATER COULER GITY COUNCIE COULER GITY COUNCIE COULER GITY COUNCIE COULER GITY COUNCIE CRESTON CURTINS																									
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CHENEY CHEWELAH CHINOON CLALLAM BAY CLALLA																									
CHEWELAH CHAINDOK CLALLAM BAY CLALLAM BAY CLEARWATER CONNELL C																									
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CLALLAM BAY CLEARWATER CONNELL COULEE CITY COWLED COWLED CRESTON CURTIS DAYENFORT EAST SOUND ELAST SOUND ELITOPIA ELITOP																									
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CONNELL COULLE CITY COUNCHE CRESTON CURTIS DAVENPORT EASTSOUND ELIVAR EL																									
COULE CITY COWICHE CRESTON CURTIS DAVENPORT EASTSOUND EDWALL-TY-LER ELMA ELMA ELTOPIA EUPEKA EUPEKA EVIU FORKS FOR																									
COWICHE CRESTON CURTIS DAVENPORT EASTSOUND ELOWALL-TYLER ELMA ELLOPIA ELTOPIA EUREKA EWU FALL CITY FORKS FOX ISLAND FRIDAY HARBOR GIG HARBOR GIG HARBOR GIG HARBOR GIG HARBOR HARSINGTON HUMPTUIPS HUMPTERS KAHLOTUS KETLE FALLS KINGSTON HUMPTUIPS HUMTERS KAHLOTUS KETLE FALLS KINGSTON LAKE QUINALLT LAKEBAY LIND LONG BEACH LONG LONG BEACH LONG KETLE FALLS KINGSTON LONG BEACH LONG LONG DEACH LONG LONG DEACH LONG MEDICAL LAKE MESA																									
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EWU FALL CITY FORKS FORKS FOR SCOX ISLAND FRIDAY HARBOR GIG HARBOR GIG HARBOR GIGHOMA HANSVILLE HARRINGTON HUMPTILIPS HUNITERS KAHLOTUS KETTLE FALLS KINOSTON LAKE GUINAULT LAKEBAY LIND LIND LONG BEACH LOPEZ MATHEWS CORNERS MACLEARPY MEDICAL LAKE MESA																									
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FORKS FOX ISLAND FRIDAY HARBOR GIG HARBOR GIENOMA HANSVILLE HARRINGTON HUMPTULIPS HUMTERS KAFILOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKE QUINAULT LAKE QAY LONG LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESSA																									
FOX ISLAND FRIDAY HARBOR GIG HARBOR GIENOMA HARSVILLE HARRINGTON HUMPTULIPS HUMTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKE QUINAULT LAKE QUINAULT LAKE DALA LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESSA	FORKS																								
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GLENOMA HANSVILLE HARRINGTON HUMPTULIPS HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESSA	FRIDAY HARBOR																								
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HUMPTULIPS HUNTERS KKHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA	HANSVILLE																								
HUNTERS KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE MESA																									
KAHLOTUS KETTLE FALLS KINGSTON LAKE QUINAULT LAKEBAY LIND LONG BEACH LOPEZ MATHEWS CORNERS MCCLEARY MEDICAL LAKE	HUMPTULIPS																								
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MESA	MEDICALLARE																								
WINNELVAL																									
	IVIIINERAL																								

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

Jun-14

Jul-14

Aug-14

Sep-14

Oct-14

Nov-14

Dec-14

May-14

Jan-14

Feb-14

Mar-14

Apr-14

	Total	Held																						
Exchange	Orders		Orders	>180	Orders		Orders	>180																
	Cmpltd		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd		Cmpltd		Cmpltd	Days								
MONTESANO		, -	•	, -		, -		, -	V	,-		,-		,-	•	, -		, -		, -		,-	V	,
MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
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PACKWOOD																								
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PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
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ROYAL CITY																								
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SOUTH BEND																								
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WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								
1																								

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

	Jan-14	Feb-14	1	Mar-14	Λ	pr-14	M	lay-14		Jun-14	Jul-1	14	Aug-14	1	Sep-14		Oct-14	1	Nov-14	j j	Dec-14
Exchange	Trbls per 100	Trbls per 10	, 	Trbls per 100	Trbis	pr-14 s per 100	Trbls	s per 100	Tr	bls per 100	Trbls ne	er 100	Trbls per 100		Trbls per 100		Trbls per 100		Trbls per 1	00	Trbls per 100
•	Trbls per 100 AL Tkts Result	AL Tkts	Result AL	Tkts Result	AL T	kts Result	AL T	Tkts Resul	lt AL	Tkts Result	AL Tkts	Result	Trbls per 100 AL Tkts R	esult AL	Tkts R	esult AL	Tkts R	Result	AL Tkts	Result	Trbls per 100 AL Tkts R
MIRA MES LAKE				_																	
MES LAKE				-																	
LETTA HFORD				-																	
ISIN CITY				-																	
AVER				1																	
AKELY ISLAND				1																	
ARNATION				1																	
ATHLAMET																					
HENEY				_																	
HEWELAH				-																	
HINOOK ALLAM BAY				-																	
LEARWATER				-																	
ONNELL				1																	
OULEE CITY				1																	
OWICHE																					
RESTON																					
URTIS AVENPORT				4																	
AST SOUND	-			-																	
DWALL-TYLER			-	-																	
_MA																					
TOPIA																					
UREKA]																	
WU																					
ALL CITY				_																	
ORKS OX ISLAND	-			-																	
RIDAY HARBOR				-																	
IG HARBOR				-																	
LENOMA				1																	
ANSVILLE				1																	
ARRINGTON																					
UMPTULIPS				_																	
HUNTERS (AHLOTUS				-																	
KETTLE FALLS	-			-																	
INGSTON			-	-																	
AKE QUINAULT				1																	
AKEBAY				1																	
IND]																	
ONG BEACH																					
OPEZ				4																	
MATHEWS CORNER MCCLEARY				-																	
MEDICAL LAKE				-																	
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ONTESANO																					
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E ELL				_																	
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AYMOND-LABAM	-			-																	
EARDEN			-	-																	
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OYAL CITY																					
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NOQUALMIE RIDGE																					
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WILBUR			_														
WILSON CREEK																	
WINTHROP			_														
YACOLT			_														