WASHINGTON QUALITY OF SERVICE REF CENTURY TEL 2015	PORT SUMMARY
MEASUREMENTS	Jan-15
Install Commitments Commitments Made Commitments Missed Excludes	969 82 0
Repair Commitments Commitments Made Commitments Missed Excludes	1,010 157 39
Service Activation - 5 business day 90% Total Orders Completed Missed Installs % Orders Completed	969 66 93.2%
Service Activation - >90 Days 99% Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	2,834 6 99.8%
Service Activation - >180 Days 100% Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	7,024 5 99.9%
Trbls per 100 Access Lines 4 Access Lines Trouble Tickets Trbls per 100 Access Lines	105,533 908 0.9
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	515 493 22 111
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	319 305 14 23
Switching Blockage	obj met obj met

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									SERV		CENTURY TE		DATS											
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Exchange	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total	Missed	Total Mis	sed Tot		issed	Total	Missed								
Ŭ	Orders	Installs	Orders	S Installs	Orders	Installs	Orders	Installs	Orders	Installs	Orders Inst	olle Orde	ers Ind	stalls	Orders	Installs								
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Evolution	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total Held	Total	Held	Total	Held	Total	Held
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	Total	Held	Total	4 Held	Total	Held	Total	Held	Total	4 Held	Total	Held	Total	Held	Total	Held	Total	Held		Held	Total	Held	Total	Held
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ALMIRA	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
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	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts Re	sult	AL	Tkts F	esult	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts	Result	AL	Tkts Result
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