

**WASHINGTON QUALITY OF SERVICE REPORT SUMMARY
CENTURY TEL
2015**

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

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS 5 DAYS
 CENTURY TEL
 2015

Exchange	Feb-14		Mar-14		Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		
	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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YACOLT																									

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 90 Days
 CENTURY TEL
 2015

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WINTHROP	[REDACTED]																							
YACOLT	[REDACTED]																							

WASHINGTON QUALITY OF SERVICE REPORT
 SERVICE ACTIVATION - HELD ORDERS - 180 Days
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	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								
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