

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

MEASUREMENTS	Feb-15
<b>Install Commitments</b>	
Commitments Made	913
Commitments Missed	64
Excludes	0
<b>Repair Commitments</b>	
Commitments Made	781
Commitments Missed	107
Excludes	36
<b>Service Activation - 5 business day 90%</b>	
Total Orders Completed	913
Missed Installs	66
% Orders Completed	92.8%
<b>Service Activation - &gt;90 Days 99%</b>	
Total Orders Completed	2,855
Installs Held Over 90 Days	5
% of Orders Completed within 90 Days	99.8%
<b>Service Activation - &gt;180 Days 100%</b>	
Total Orders Completed	6,644
Installs Held Over 180 Days	5
% of Orders Completed within 180 Days	99.9%
<b>TrbIs per 100 Access Lines 4</b>	
Access Lines	105,254
Trouble Tickets	752
TrbIs per 100 Access Lines	0.7
<b>OOS Cleared within 48 Hours</b>	
OOS Tickets	423
OOS Cleared within 48 Hrs	412
OOS Cleared > 48 Hrs	11
OOS in 48 Hrs Excludes	42
<b>NOOS Cleared within 72 Hours</b>	
NOOS Tickets	268
NOOS Cleared within 72 Hrs	257
NOOS Cleared > 72 Hrs	11
NOOS in 72 Hrs Excludes	15
<b>Switching</b>	obj met
<b>Blockage</b>	obj met

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

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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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 SERVICE ACTIVATION - HELD ORDERS - 90 Days  
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