# WASHINGTON QUALITY OF SERVICE REPORT SUMMARY CENTURY TEL 2015

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

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

	Mar	-14	Apr	r-14	Ma	y-14	Jur	า-14	Ju	I-14	Aug	g-14	Sep	-14	Oc	t-14	Nov	<i>'</i> -14	Dec	:-14	Jan	-15	Feb-	-15
Evolungo	Total		Total		Total	Missa	Total		Total		Total	Missaud	Total											
Exchange	Orders	Missed	Orders	Missed	Orders	Missed	Orders	Missed																
	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs	Cmpltd	Installs																
ALMIRA	•				·				•		·		·		•				•					
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK																								
CLALLAM BAY																								
CLEARWATER																								
CONNELL																								
COULEE CITY																								
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CRESTON																								
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GIG HARBOR																								
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HARRINGTON																								
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KINGSTON																								
LAKE QUINAULT																								
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LONG BEACH																								
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MCCLEARY																								
MEDICAL LAKE																								
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MINERAL																								
MONTESANO																								
MORTON																								

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

	Mar	-14	Apr	-14	May	/-14	Jun	-14	Jul	-14	Aug	g-14	Sep	-14	Oct	t-14	Nov	v-14	Dec	:-14	Jan	ı-15	Feb	b-15
Exchange	Total Orders Cmpltd	Missed Installs																						
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
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ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
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 2015

	Mar-1		Apr-1		May-1		Jun-1		Jul-1		Aug-		Sep-		Oct-		Nov-		Dec-		Jan-		Feb-1	
Exchange	Total	Held																						
	Orders	>90	Orders		Orders	>90																		
	Cmpltd	Days																						
ALMIRA																								
AMES LAKE																								
ARLETTA																								
ASHFORD																								
BASIN CITY																								
BEAVER																								
BLAKELY ISLAND																								
CARNATION																								
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KAHLOTUS																								
KETTLE FALLS																								

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

	Mar-1		Apr-1		May-1		Jun-1	_	Jul-1		Aug-		Sep-		Oct-		Nov-	_	Dec-		Jan-		Feb-1	
Exchange	Total	Held																						
	Orders	>90																						
	Cmpltd	Days																						
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
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SPANGLE																								
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STARBUCK																								
TIETON																								
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# WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL 2015

	Mar-1	4	Apr-1	4	May-1	4	Jun-1	14	Jul-1	4	Aug-	14	Sep-	14	Oct-	14	Nov-	14	Dec-	14	Jan-	15	Feb-	15
Exchange	Total	Held																						
Literative	Orders	>90																						
	Cmpltd	Days																						
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

#### WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL 2015

Aug-14

Sep-14

Oct-14

Nov-14

Dec-14

Jan-15

Feb-15

Jul-14

Mar-14

Apr-14

May-14

Jun-14

	Total	Held																						
Exchange	Orders	>180	Orders	>180	Orders	>180	Orders	>180			Orders	>180												
	Cmpltd		Cmpltd	Days	Cmpltd	Days	Cmpltd		Cmpltd		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days		Days	Cmpltd	Days	Cmpltd	Days
ALMIRA	Ompita	Days	Ompitu	Days	Ompita	Days	Ompitu	Days	Ompita	Days	Ompita	Days	Ompitu	Days	Ompita	Days	Ompitu	Days	Ompitu	Days	Ompitu	Days	Ompita	Days
AMES LAKE	-																							
ARLETTA																								
ASHFORD	_																							
BASIN CITY																								
BEAVER	_																							
BLAKELY ISLAND CARNATION																								
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CATHLAMET																								
CHENEY																								
CHEWELAH																								
CHINOOK	_																							
CLALLAM BAY	_																							
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COULEE CITY	_																							
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DAVENPORT	_																							
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MCCLEARY																								
MEDICAL LAKE																								

#### WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 180 Days CENTURY TEL 2015

Aug-14

Sep-14

Oct-14

Nov-14

Dec-14

Jan-15

Feb-15

Jul-14

Mar-14

May-14

Apr-14

Jun-14

	War-14		Apr-	14	way-	14	Jun-1	4	Jui-	14	Aug-	14	Sep-	14	Oct-	14	NOV-	14	Dec-	14	Jan-	10	rep-1:	3
Fshamas	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
Exchange	Orders :	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180
		Days	Cmpltd	Days	Cmpltd	Days	Cmpltd		Cmpltd		Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days		Days	Cmpltd	Days		Days
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MONTESANO																								
MORTON																								
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NESPELEM	-																							
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PACIFIC BEACH																								
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PUGET ISLAND																								
RANDLE	-																							
RAYMOND-LABAM																								
REARDEN																								
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RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS	-																							
SOUTH BEND																								
SOUTH PRAIRIE SPANGLE																								
SPRAGUE																								
STARBUCK	-																							
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VADER	-																							
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#### WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL 2015

		Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Exchange	<b>—</b>	rbls per 100	Trbls per 100	Trbis per 100	Trbls per 100	Trbis per 100	Trbls per 100	Trbls per 100	Trbls per 100				
_	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
ALMIRA													
AMES LAKE													
ARLETTA ASHFORD													
BASIN CITY													
BEAVER													
BLAKELY ISLAND													
CARNATION													
CATHLAMET													
CHENEY CHEWELAH													
CHINOOK													
CLALLAM BAY													
CLEARWATER													
CONNELL													
COULEE CITY													
COWICHE CRESTON													
CURTIS													
DAVENPORT													
EAST SOUND													
EDWALL-TYLER													
ELMA													
ELTOPIA EUREKA													
EUREKA EWU													
FALL CITY													
FORKS													
FOX ISLAND													
FRIDAY HARBOR													
GIG HARBOR GLENOMA													
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HANSVILLE HARRINGTON													
HUMPTULIPS													
HUNTERS													
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KETTLE FALLS KINGSTON													
LAKE QUINAULT													
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LIND													
LONG BEACH													
LOPEZ													
MATHEWS CORNER MCCLEARY													
MEDICAL LAKE													
MESA													
MINERAL													
MONTESANO													
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NESPELEM													
NORTHBEND													
OCEAN PARK													
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ODESSA													
ORTING PACIFIC BEACH													
PACIFIC BEACH PACKWOOD													
PE ELL													
PUGET ISLAND													
RANDLE													
RAYMOND-LABAM													
REARDEN RIMROCK													
RITZVILLE													
ROYAL CITY													
SNOQUALMIE PASS													
SNOQUALMIE RIDGE													
SOUTH BEND													
SOUTH PRAIRIE													
SPANGLE SPRAGUE													
STARBUCK													
TIETON													
TWISP													
VADER													
VALLEY													

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Exchange	Mar-14 Trbls per 100	Apr-14 Trbis per 100	May-14 Trbls per 100	Jun-14 Trbls per 100	Jul-14 Trbls per 100	Aug-14 Trbls per 100	Sep-14 Trbls per 100	Oct-14 Trbls per 100	Nov-14 Trbls per 100	Dec-14 Trbls per 100	Jan-15 Trbls per 100	Feb-15 Trbls per 100
	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result	AL Tkts Result					
VASHON												
WASHTUCNA												
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WILSON CREEK												
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