

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

MEASUREMENTS	Mar-15
Install Commitments	
Commitments Made	1,009
Commitments Missed	74
Excludes	0
Repair Commitments	
Commitments Made	784
Commitments Missed	85
Excludes	37
Service Activation - 5 business day 90%	
Total Orders Completed	1,009
Missed Installs	74
% Orders Completed	92.7%
Service Activation - >90 Days 99%	
Total Orders Completed	2,891
Installs Held Over 90 Days	3
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	6,059
Installs Held Over 180 Days	4
% of Orders Completed within 180 Days	99.9%
TrbIs per 100 Access Lines 4	
Access Lines	104,921
Trouble Tickets	747
TrbIs per 100 Access Lines	0.7
OOS Cleared within 48 Hours	
OOS Tickets	467
OOS Cleared within 48 Hrs	447
OOS Cleared > 48 Hrs	20
OOS in 48 Hrs Excludes	48
NOOS Cleared within 72 Hours	
NOOS Tickets	237
NOOS Cleared within 72 Hrs	227
NOOS Cleared > 72 Hrs	10
NOOS in 72 Hrs Excludes	10
Switching	obj met
Blockage	obj met

Note: Effective with May's PUC Reporting
the items highlighted will be removed from this report.

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

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-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
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																								
EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
LOPEZ																								
CORNERS																								
MCCLARY																								
MEDICAL LAKE																								
MESA																								
MINERAL																								
MONTESANO																								
MORTON																								

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-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
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15		
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	
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																									
EASTSOUND																									
EDWALL-TYLER																									
ELMA																									
ELTOPIA																									
EUREKA																									
EWU																									
FALL CITY																									
FORKS																									
FOX ISLAND																									
FRIDAY HARBOR																									
GIG HARBOR																									
GLENOMA																									
HANSVILLE																									
HARRINGTON																									
HUMPTULIPS																									
HUNTERS																									
KAHLOTUS																									
KETTLE FALLS																									

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
LOPEZ																								
MATHEWS CORNERS																								
MCCLEARY																								
MEDICAL LAKE																								
MESA																								
MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days	Total Orders Cmpltd	Held >90 Days
WILSON CREEK	[REDACTED]																							
WINTHROP	[REDACTED]																							
YACOLT	[REDACTED]																							

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

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days
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																								
EASTSOUND																								
EDWALL-TYLER																								
ELMA																								
ELTOPIA																								
EUREKA																								
EWU																								
FALL CITY																								
FORKS																								
FOX ISLAND																								
FRIDAY HARBOR																								
GIG HARBOR																								
GLENOMA																								
HANSVILLE																								
HARRINGTON																								
HUMPTULIPS																								
HUNTERS																								
KAHLOTUS																								
KETTLE FALLS																								
KINGSTON																								
LAKE QUINAULT																								
LAKEBAY																								
LIND																								
LONG BEACH																								
LOPEZ																								
MATHEWS CORNERS																								
MCCLEARY																								
MEDICAL LAKE																								

Exchange	Apr-14		May-14		Jun-14		Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14		Jan-15		Feb-15		Mar-15	
	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days	Total Orders Cmpltd	Held >180 Days
MESA																								
MINERAL																								
MONTESANO																								
MORTON																								
NEAH BAY																								
NESPELEM																								
NORTH BEND																								
OCEAN PARK																								
OCOSTA																								
ODESSA																								
ORTING																								
PACIFIC BEACH																								
PACKWOOD																								
PE ELL																								
PUGET ISLAND																								
RANDLE																								
RAYMOND-LABAM																								
REARDEN																								
RIMROCK																								
RITZVILLE																								
ROYAL CITY																								
SNOQUALMIE PASS																								
SOUTH BEND																								
SOUTH PRAIRIE																								
SPANGLE																								
SPRAGUE																								
STARBUCK																								
TIETON																								
TWISP																								
VADER																								
VALLEY																								
VASHON																								
WASHTUCNA																								
WILBUR																								
WILSON CREEK																								
WINTHROP																								
YACOLT																								

VASHON
WASHTUCNA
WILBUR
WILSON CREEK
WINTHROP
YACOLT

