WASHINGTON QUALITY OF SERVICE REP CENTURY TEL 2015	ORT SUMMARY
MEASUREMENTS	Mar-15
Install Commitments Commitments Made Commitments Missed Excludes	1,009 74 0
Repair Commitments Commitments Made Commitments Missed Excludes	784 85 37
Service Activation - 5 business day 90% Total Orders Completed Missed Installs % Orders Completed	1,009 74 92.7%
Service Activation - >90 Days 99% Total Orders Completed Installs Held Over 90 Days % of Orders Completed within 90 Days	2,891 3 99.9%
Service Activation - >180 Days 100% Total Orders Completed Installs Held Over 180 Days % of Orders Completed within 180 Days	6,059 4 99.9%
Trbls per 100 Access Lines 4 Access Lines Trouble Tickets Trbls per 100 Access Lines	104,921 747 0.7
OOS Cleared within 48 Hours OOS Tickets OOS Cleared within 48 Hrs OOS Cleared > 48 Hrs OOS in 48 Hrs Excludes	467 447 20 48
NOOS Cleared within 72 Hours NOOS Tickets NOOS Cleared within 72 Hrs NOOS Cleared > 72 Hrs NOOS in 72 Hrs Excludes	237 227 10 10
Switching Blockage	obj met 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	L												
L	Apr	-14	м	lay-14	Jur	-14	lul	-14	Aug	-14	Sep-14		Oct	-14	No	v-14	Dec	-14	lar	-15	Fol	b-15	Mai	r-15
Exchange	Total		Total		Total		Total		Total		Total	. 1	Fotal		Total		Total		Total		Total		Total	
Exchange	Orders Cmpltd	Missed Installs	Orders Cmplto		Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Mis Cmpltd	alle 0	rders mpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd	Missed Installs	Orders Cmpltd		Orders Cmpltd	Missed Installs
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								SERVIC	CE ACTIVATION		RDERS	- 90 Days											
										FURY TEL													
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	Apr-1	4	May-1	4	Jun-1	4	Jul-1	4	Aug-14	Sep	44	Oct-	4.4	Nov-	4.4	Dec	4.4	Jan-	15	Feb	45	Mar	45
	Total	4 Held	Total	Held	Total	Held	Total	4 Held	Total Held	-	Held	Total	Held	Total	Held	Total	Held	Jan- Total	Held	Total	Held	Total	Held
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Exchange	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held	Total	Held
	Orders	>180	Orders	>180	Orders	>180	Orders		Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180	Orders	>180
	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days	Cmpltd	Days
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Fuchanas	Total	Held	Total	Held	Total	Held		Held	Total	Held														
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Exchange	Apr-14 Trbls per 100	May-14 Trbls per 100	Jun-14 Trbis per 100 AL Tkts Result	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	Mar-15 Trbls per 100
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 A	L Tkts Result
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