

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

MEASUREMENTS	Apr-15
Install Commitments	
Commitments Made	984
Commitments Missed	71
Excludes	0
Repair Commitments	
Commitments Made	693
Commitments Missed	90
Excludes	35
Service Activation - 5 business day 90%	
Total Orders Completed	984
Missed Installs	88
% Orders Completed	91.1%
Service Activation - >90 Days 99%	
Total Orders Completed	2,906
Installs Held Over 90 Days	2
% of Orders Completed within 90 Days	99.9%
Service Activation - >180 Days 100%	
Total Orders Completed	5,740
Installs Held Over 180 Days	2
% of Orders Completed within 180 Days	100.0%
TrbIs per 100 Access Lines 4	
Access Lines	104,638
Trouble Tickets	603
TrbIs per 100 Access Lines	0.6
OOS Cleared within 48 Hours	
OOS Tickets	382
OOS Cleared within 48 Hrs	358
OOS Cleared > 48 Hrs	24
OOS in 48 Hrs Excludes	104
NOOS Cleared within 72 Hours	
NOOS Tickets	170
NOOS Cleared within 72 Hrs	165
NOOS Cleared > 72 Hrs	5
NOOS in 72 Hrs Excludes	11
Switching	obj met
Blockage	obj met

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

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

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

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WILSON CREEK	[REDACTED]																							
WINTHROP	[REDACTED]																							
YACOLT	[REDACTED]																							

REDACTED
CONFIDENTIAL PER WAC 480-07-160

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