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%
Trbls per 100 Access Lines 4	
Access Lines	104,638
Trouble Tickets	603
Trbls 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

		May	/-14	Jun	n-14	Ju	ıl-14	Aug	g-14	Sep)-14	Oct	t-14	Nov	/-14	De	c-14	Jar	1-15	Feb	-15	Mar	·-15	Apr	·-15
Completed Comp	Fuebenes	Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total	
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Exchange	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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WASHINGTON QUALITY OF SERVICE REPORT SERVICE ACTIVATION - HELD ORDERS - 90 Days CENTURY TEL

20	1	5

	May-	-14	Jun-	14	Jul-1	4	Aug-	14	Sep-	14	Oct-	14	Nov-	14	Dec-	14	Jan-1	15	Feb-	15	Mar-	15	Apr-15	i
Exchange	Total	Held	Total I	Held																				
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	Cmpltd	Days	Cmpltd [Days																				
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	May-	-14	Jun-1	4	Jul-1	4	Aug-	14	Sep-	14	Oct-1	4	Nov-	14	Dec-	14	Jan-1	15	Feb-	15	Mar-	15	Apr-1	15
	Total	Held		Held	Total	Held		Held																
Exchange	Orders	>90																						
	Cmpltd		Cmpltd		Cmpltd	Days	Cmpltd		Cmpltd			Days			Cmpltd			Days					Cmpltd	
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Exchange	Total	Held																						
Lacitatige	Orders	>90																						
	Cmpltd	Days																						
WILSON CREEK																								
WINTHROP																								
YACOLT																								

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

	May-1	4	Jun-	14	Jul-	14	Aug-1	14	Sep-1	4	Oct-	14	Nov-	14	Dec-	14	Jan-1	15	Feb-	15	Mar-	15	Apr-	-15
Fushanas	Total	Held																						
Exchange	Orders	>180	Orders	>180	Orders		Orders	>180																
	Cmpltd	Days	Cmpltd	Days			Cmpltd	Days		Days	Cmpltd	Davs	Cmpltd	Davs										
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Exchange	Total	Held																						
Exchange	Orders	>180																						
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WASHINGTON QUALITY OF SERVICE REPORT TROUBLES PER 100 ACCESS LINES CENTURY TEL 2015

Exchange	May-14	Jun-14 Trbls per 100	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15 Trbls per 100	Feb-15	Mar-15 Trbls per 100	Apr-15
Exchange	Trbls per 100 AL Tkts Result	AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbis per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	Trbls per 100 AL Tkts Result	AL Tkts Result	Trbis per 100 AL Tkts Result
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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												
EWU												
FALL CITY												
FORKS												
FOX ISLAND												
FRIDAY HARBOR GIG HARBOR												
GLENOMA												
HANSVILLE												
HARRINGTON												
HUMPTULIPS												
HUNTERS												
KAHLOTUS KETTLE FALLS												
KINGSTON												
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