

QWEST AND CENTURYLINK
FCC ARMIS Service Quality Reports for 2009
(All Qwest operations as ILEC, most CenturyLink operations in U.S.)

LOCAL SERVICES

	Qwest	Embarq
Average Installation Intervals in Days		
Business Lines	0.2	1.6
All Lines	0.0	1.6
Percent of Local Installation Commitments not Met		
Business Lines	0.65 %	4.87 %
All Lines	0.25 %	3.46 %
Out of Service Repair Intervals in Hours		
Business Lines	15.6	16.7
All Lines	17.7	19.0
Repeat Out of Service Trouble Reports as a Percentage of Initial Out of Service Trouble Reports		
Business Lines	16.9 %	16.6 %
All Lines	18.2 %	18.2 %
State Complaints per 1,000,000 Lines		
Business Lines	26	3
All Lines	90	10
Total Trouble Reports per Month per 100 Lines		
Business Lines	0.50	0.67
All Lines	0.98	1.65

SPECIAL ACCESS SERVICES

	Qwest	Embarq
Average Installation Intervals in Days	4.6	10.6
Out of Service Repair Intervals in Hours	2.9	3.8
Percentage of Special Access Commitments not Met	2.0 %	9.1 %
Total Trouble Reports per Circuit	0.4	2.2

Notes: Data are from FCC EAFS Preset Reports. Data on "Local Services" are from Service Quality Reports for each of the six measures. Data on "Special Access Services" are from Formatted ARMIS Data, Report 43-05, Table I, All Special Access. In all cases, data in the column labeled Qwest are the EAFS "Qwest Corporation Consolidated Aggregate" for Large ILEC Study Areas; and data in the column labeled Embarq are the EAFS "Embarq Local Operating Companies Consolidated Aggregate" for Mid-Sized ILEC Study Areas.