



December 16, 2009

David Danner, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S Evergreen Park Drive, SW
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report

Dear Mr. Danner:

Attached is United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of November 2009.

The trouble reports per 100 access lines objective was met for the month of November.

Should you have any questions, please contact me at (541) 387-9850 or by e-mail at barbara.c.young@centurylink.com.

Sincerely,

Barbara Young
State Government Relations

Enclosures: Installation/Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
Not Out of Service Trouble Cleared in 72 Hours
Service Activation Delay 90-180 Days

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STATE OF WASH
UTIL AND TRAN
COMMUNICATIONS
DIVISION