

902 Wasco St
Hood River, OR 97031



January 15, 2010

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 October 2009. This report was apparently not filed so I am submitting it today to remedy the reporting error. I apologize for any inconvenience this may have caused the Commission.

The trouble reports per 100 access lines objective was met for the month of October with the exception of Klickitat. Their objective was missed due to nine tickets which were taken on a deteriorated toll carrier repeater. The repeater was replaced.

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
Director - State Government Affairs

- 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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COMMUNICATIONS
DIVISION