

April 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 the United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of March 2010.

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

Should you have any questions, please contact Mary Taylor at (360) 951-6309 or by e-mail at Mary Taylor@centurylink.com.

Sincerely,

Becky Alexander

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