



May 7, 2010

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

2010 MAY 11 AM 8:21  
OFFICE OF THE  
ATTORNEY GENERAL  
STATE OF WASHINGTON  
COMMUNICATIONS  
DIVISION

Re: Washington Quality of Service Report

Dear Mr. Danner:

Attached is the revised United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the months of January, February and March 2010. The header was not updated to reflect 2010 on the original reports. The enclosed reports do reflect 2010.

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