



August 26, 2010

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Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Attention: Kristen Russell
Robert Williamson


Reference: **SERVICE QUALITY PERFORMANCE REPORT – June 2010
(Revision)**

Dear Ms. Russell:

Enclosed please find the Quality of Service Attachment B 2nd Quarter 2010 Installation or Activation of Basic Service which was inadvertently left out of the June 2010 Service Quality Performance Report.

If you have any questions, please feel free to contact Mary Taylor, Government Relations Manager, at 360-943-6996.

Sincerely,


Tim Grigar
VP and General Manager, WA OR
CenturyLink of Washington, Inc

cc Distribution Listed Below:

Terry Beeler
Cal Simshaw
Tom Speake
Mary Taylor
Steve Densley

Mark Johnston
Ted Hankins
John Fryling
Larry VanCamp
Ross Skinner

Quality of Service

June 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,982	15	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A	
Quarterly Report:	See Attachment B	
Bi-Annual Report	See Attachment C	

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
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(7) Switches - Dial Tone

On Track for Month?	Yes
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(8) Trunk Blocking

On Track for Month?	Yes
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(9) Repair Report / Repair Appointments Met

Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
614	0	614	606	8
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
526	0	526	523	3

(4) Installation or Activation of Basic Service
Attachment B for 2nd Quarter 2010 (Apr,May,Jun)

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (December Snapshot)
LONG BEACH	134	0
OCEAN PARK	77	0
CHINOOK	29	0
GIG HARBOR	319	0
FOX ISLAND	16	0
ARLETTA	24	0
MORTON	51	0
MINERAL	14	0
GLENOMA	16	0
RANDLE	28	0
PACKWOOD	21	0
ASHFORD	52	0
YACOLT	56	0
ORTING	120	0
SOUTH PRAIRIE	29	0
CONNELL	58	0
MESA	7	0
BASIN CITY	19	0
ELTOPIA	4	0
MATHEWS CORNER	17	0
KAHLOTUS	6	0
WASHTUCNA	6	0
LIND	24	0
STARBUCK	7	0
EUREKA	7	0
ROYAL CITY	75	0
LOPEZ/SHAW ISLAND	70	0
PUGET ISLAND	8	0
RAYMOND	34	0
RAYMOND/LEBAM	37	0
CATHLAMET	60	0
SOUTH BEND	37	0
OCOSTA	6	0
CURTIS	17	0
PE ELL	26	0
VADER	27	0
LAKEBAY (includes 1302)	147	0
MCCLEARY	30	0
ELMA	97	0
MONTESANO	47	0
KINGSTON	81	0
HANSVILLE	21	0
TWISP	65	0
WINTHROP	50	0
VASHON	76	0
NORTH VASHON	29	0

(4) Installation or Activation of Basic Service
Attachment B for 2nd Quarter 2010 (Apr,May,Jun)

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (December Snapshot)
CHENEY	241	0
E.W.U.	0	0
SPANGLE	11	0
MEDICAL LAKE	106	0
REARDAN	26	0
DAVENPORT	54	0
CRESTON	12	0
HUNTERS/INCHELIUM	63	0
VALLEY	24	0
CHEWELAH	103	0
KETTLE FALLS	71	0
WILBUR	24	0
ODESSA	14	0
HARRINGTON	12	0
ALMIRA	10	0
COULEE CITY	25	0
WILSON CREEK	5	0
NESPELEM	30	0
RITZVILLE-BENGE	32	0
SPRAGUE	8	0
EDWALL-TYLER	11	0
NORTHBEND	98	0
SNOQUALMIE PASS	17	0
FALL CITY	51	0
CARNATION	23	0
SNOQUALMIE RIDGE	18	0
AMES LAKE	4	0
FRIDAY HARBOR	230	0
EAST SOUND	172	0
BLAKELY ISLAND/DECATURE	29	0
FORKS	105	0
NEAH BAY	23	0
BEAVER	19	0
CLALLAM BAY	12	0
CLEARWATER	6	0
PACIFIC BEACH	39	0
LAKE QUINAULT	7	0
HUMPTULIPS	11	0
COWICHE	23	0
TIETON	33	0
RIMROCK	5	0