



CenturyLink™

September 10, 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 August 2010.

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

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

2010 SEP 17 AM 8:15

RECEIVED
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul-10						Aug-10						Sep-10						3rd Qtr 10					
		Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held	Total	Held	Held	%Held	%Held				
		Orders	>90	>180	Orders	Orders		Orders	>90	>180	Orders		Orders	Orders	>90	>180		Orders	Orders	Orders	>90	>180	Orders	Orders	
Chimacum	CHMC	5	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	9	0	0	100%	100%				
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%				
Dallesport	DLPT	3	0	0	100%	100%	2	0	0	100%	100%	5	0	0	0%	0%	5	0	0	100%	100%				
Glenwood	GLWD	1	0	0	100%	100%	4	0	0	100%	100%	0	0	0	0%	0%	64	0	0	100%	100%				
Goldendale	GLDL	35	0	0	100%	100%	29	0	0	100%	100%	0	0	0	0%	0%	78	0	0	100%	100%				
Grandview	GDVW	41	0	0	100%	100%	37	0	0	100%	100%	0	0	0	0%	0%	35	0	0	100%	100%				
Granger	GRGR	13	0	0	100%	100%	22	0	0	100%	100%	0	0	0	0%	0%	20	0	0	100%	100%				
Harrah	HRRH	12	0	0	100%	100%	8	0	0	100%	100%	0	0	0	0%	0%	20	0	0	100%	100%				
Hood Canal	HDCL	11	0	0	100%	100%	9	0	0	100%	100%	0	0	0	0%	0%	10	0	0	100%	100%				
Klickitat	KLCT	5	0	0	100%	100%	5	0	0	100%	100%	0	0	0	0%	0%	16	0	0	100%	100%				
Lyle	LYLE	9	0	0	100%	100%	7	0	0	100%	100%	0	0	0	0%	0%	21	0	0	100%	100%				
Mabton	MBTN	12	0	0	100%	100%	9	0	0	100%	100%	0	0	0	0%	0%	65	0	0	100%	100%				
Mattawa	MTWA	33	0	0	100%	100%	32	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%				
Patterson	PASN	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	3	0	0	100%	100%				
Port Angeles	PTAG	2	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	0	0	0	100%	100%				
Poulsbo	PLSB	79	0	0	100%	100%	88	0	0	100%	100%	0	0	0	0%	0%	167	0	0	100%	100%				
Prosser	PRSR	24	0	0	100%	100%	24	0	0	100%	100%	0	0	0	0%	0%	48	0	0	100%	100%				
Roosevelt	RSVT	1	0	0	100%	100%	0	0	0	0%	0%	0	0	0	0%	0%	1	0	0	100%	100%				
Stevenson	STSN	28	0	0	100%	100%	44	0	0	100%	100%	0	0	0	0%	0%	72	0	0	100%	100%				
Sunnyside	SNSD	72	0	0	100%	100%	67	0	0	100%	100%	0	0	0	0%	0%	139	0	0	100%	100%				
Toppenish	TPNS	50	0	0	100%	100%	49	0	0	100%	100%	0	0	0	0%	0%	99	0	0	100%	100%				
Troulaka	TRLK	1	0	0	100%	100%	8	0	0	100%	100%	0	0	0	0%	0%	9	0	0	100%	100%				
Wapato	WPAT	37	0	0	100%	100%	33	0	0	100%	100%	0	0	0	0%	0%	70	0	0	100%	100%				
White Salmon	WHSL	25	0	0	100%	100%	30	0	0	100%	100%	0	0	0	0%	0%	55	0	0	100%	100%				
Whiteswan	WHSW	6	0	0	100%	100%	5	0	0	100%	100%	0	0	0	0%	0%	11	0	0	100%	100%				
Whitstran	WHTS	3	0	0	100%	100%	3	0	0	100%	100%	0	0	0	0%	0%	6	0	0	100%	100%				
Willard	WLRD	1	0	0	100%	100%	1	0	0	100%	100%	0	0	0	0%	0%	2	0	0	100%	100%				
Washington		510	0	0	100%	100%	522	0	0	100%	100%	0	0	0	0%	0%	1,032	0	0	100%	100%				

Report captures service order completion dates upon service activation.

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Oct-10				Nov-10				Dec-10				4th Qtr 10			
		Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	Total Orders	Held >90 Days	Held >180 Days	%Held Orders >90 Days	%Held Orders >180 Days	
		Cmpltd	Days	Days			Cmpltd	Days	Days			Cmpltd	Days	Days			
Chimacum	CHMC	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Columbia	CLMA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Dallesport	DLPT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Glenwood	GLWD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Goldendale	GLDL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Grandview	GDVW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Granger	GRGR	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Harran	HRRH	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Hood Canal	HDCI	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Klickitat	KLCT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Lyle	LYLE	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Mabton	MBTN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Mattawa	MTWA	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Patternson	PASN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Port Angeles	PTAG	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Poulsbo	PLSB	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Prosser	PRSR	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Roosevelt	RSVT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Stevenson	STSN	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Sunnyside	SNSD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Toppenish	TPNS	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Troutlake	TRLK	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Wapato	WPAT	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
White Salmon	WHSL	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
WhiteSwan	WHSW	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Whitstran	WHTS	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Willard	WLRD	0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	
Washington		0	0	0	0%	0%	0	0	0	0%	0%	0	0	0	0%	0%	

Report captures service or

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT
SERVICE ACTIVATION DELAY

EXCHANGE	CLLI	Jul - Dec 10 (180 Day)			
		Total	Held	Held	%Held
		Orders	>90	>180	>90 Days
Chimacum	CHMC	9	0	0	100%
Columbia	CLMA	0	0	0	0%
Dallesport	DLPT	5	0	0	100%
Glenwood	GLWD	5	0	0	100%
Goldendale	GLDL	64	0	0	100%
Grandview	GDVW	78	0	0	100%
Granger	GRGR	35	0	0	100%
Harran	HRRH	20	0	0	100%
Hood Canal	HDCL	20	0	0	100%
Klickitat	KLCT	10	0	0	100%
Lyle	LYLE	16	0	0	100%
Mabton	MBTN	21	0	0	100%
Mattawa	MTWA	65	0	0	100%
Paterson	PASN	2	0	0	100%
Port Angeles	PTAG	3	0	0	100%
Poulsbo	PLSB	167	0	0	100%
Prosser	PRSR	48	0	0	100%
Roosevelt	RSVT	1	0	0	100%
Stevenson	STSN	72	0	0	100%
Sunnyside	SNSD	139	0	0	100%
Toppenish	TPNS	99	0	0	100%
Troutlake	TRLK	9	0	0	100%
Wapato	WPAT	70	0	0	100%
White Salmon	WHSL	55	0	0	100%
WhiteSwan	WHSW	11	0	0	100%
Whitstran	WHTS	6	0	0	100%
Willard	WLRD	2	0	0	100%
Washington		1,032	0	0	100%

Report captures service or

