

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

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT SERVICE ACTIVATION DELAY

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	GRGR	13	0	0	100%	100%	22	0	0	100%	100%				0%	0%	335		0	100%	100%
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Mattawa	MTWA	33	0	0	100%	100%	32	0	0	100%	100%				0%	0%	65	0	0	100%	100%
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Stevenson	STSN	28	0	0	100%	100%	44	0	0	100%	100%				0%	0%	72	0		100%	100%
Sunnyside	SNSD	72	0	0	100%	100%	67	0	0	100%	100%				0%	0%	139	0	0	100%	100%
Toppenish	TPNS	50	0	0	100%	100%	49	0	0	100%	100%				0%	0%	99	0	0	100%	100%
Troutlake	TRLK	_	0	0	100%	100%	8	0	0	100%	100%				0%	0%	9	0	0	100%	100%
Wapato	WPAT	37	0	0	100%	100%	33	0	0	100%	100%				0%	0%	70	0	0	100%	100%
White Salmon	WHSL	25	0	0	100%	100%	30	0	0	100%	100%				0%	0%	55	0	0	100%	100%
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Washington		510	0	0	100%	100%	522	0	0	100%	100%	0	0	0	0%	0%	1,032	0	0	100%	100%

eport captures service order completion dates upon service activation.

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT SERVICE ACTIVATION DELAY

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eport captures service or

WASHINGTON QUALITY OF 180 DAY SERVICE REPORT SERVICE ACTIVATION DELAY

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

eport captures service or

FINAL TRUNK GROUP BLOCKING (Reported when a final trunk group does not meet standard)

Objective Service Level: EAS = 99%, Toll = 99.5%, and E9-1-1 = 99%

(completion of all dialed calls during the average busy season busy hour without blocking)

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ORIGINATING	ORIGINATING	TERMINATING	TERMINATING	OWNER EAS/ MONTH/ BUSY % PEAK	EAS/	MONTH/	BUSY 9	% PEAK	ACTION TAKEN TO BELIEVE BLOCKAGE
WIRE CENTER	FINAL TRUNK ID	WIRE CENTER	FINAL TRUNK ID (ACNA) Toll/E911 YEAR	(ACNA)	Toll/E911	YEAR	HOUR BLOCK	BLOCK	
						Aug-10		•	Objective met
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Note: Solutions Field Service Managers (FSM's) contact Connecting Companies with quality of service issues and recommendations.

for intertoll and intertandem facilities and less than one percent for local and EAS interoffice trunk facilities. The blocking standard for E911 dedicated interoffice trunk be below the applicable standard. Interoffice facilities. Blocking performance during average busy-hour for ninety-nine percent of trunk groups for any month must be less than one-half of one percent facilities must be less than one percent during average busy-hour of the average busy season. Two consecutive months is the maximum that a single trunk group may