



December 14, 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 November 2010.

The trouble reports per 100 access lines objective was met for the month of November in all areas except Klickitat. This was due to power outages caused by freezing rain and snow.

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

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