



December 16, 2010

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

Attention: Kristen Russell
Robert Williamson


Reference: **SERVICE QUALITY PERFORMANCE REPORT – November - 2010**

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for November - 2010. These statistics are based on criteria approved in Docket No UT-921192: General Order No. R-384.

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

2010 DEC 21 AM 9:22
CENTURYLINK
COMMUNICATIONS

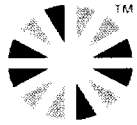


Trouble Ticket Report

CenturyLink™

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	November	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	0.83%	1.67%	1.12%	1.70%	6	1.70%	
AMES LAKE	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	0.37%	1.49%	0.94%	0.75%	4	0.75%	
ARLETTA	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	0.67%	0.63%	0.90%	0.32%	5	0.32%	
ASHFORD	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	0.58%	1.18%	1.67%	0.69%	7	0.69%	
BASIN CITY	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	0.34%	0.52%	0.35%	0.35%	2	0.35%	
BEAVER	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	0.54%	0.54%	0.82%	0.00%	0	0.00%	
BLAKELY ISL	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	1.97%	0.56%	1.98%	0.57%	2	0.57%	
CARNATION	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	0.57%	0.95%	1.53%	1.17%	12	1.17%	
CATHLAMET	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	0.79%	1.03%	1.59%	1.27%	16	1.27%	
CHENEY / EWU	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	0.88%	0.64%	0.54%	0.45%	20	0.45%	
CHEWELAH / VALLEY	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	0.74%	0.69%	1.06%	0.70%	26	0.70%	
CHINOOK	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	1.07%	1.07%	0.79%	0.80%	3	0.80%	
CLALLAM BAY	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	0.17%	0.51%	0.51%	0.86%	5	0.86%	
CLEARWATER	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	1.40%	0.00%	0.00%	0.00%	0	0.00%	
CONNELL	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	0.33%	0.42%	0.51%	0.42%	5	0.42%	
COULEE CITY	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	1.11%	1.11%	0.71%	0.71%	5	0.71%	
COWICHE	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	0.24%	0.24%	0.60%	0.00%	0	0.00%	
CRESTON	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	1.15%	0.58%	0.58%	0.58%	2	0.58%	
CURTIS	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	1.79%	0.52%	3.08%	2.57%	10	2.57%	
DAVENPORT	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	0.36%	1.30%	1.30%	1.15%	22	1.15%	
EASTSOUND	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	1.42%	1.24%	1.44%	1.18%	52	1.18%	
EDWALL-TYLER	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	0.78%	3.94%	1.05%	1.31%	5	1.31%	

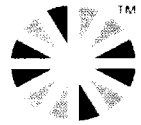


Trouble Ticket Report

CenturyLink™

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	November	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ELMA	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	0.68%	0.65%	1.69%	1.17%	35	1.17%	
ELTOPIA	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	0.38%	2.62%	0.76%	0.00%	0	0.00%	
EUREKA	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	3.41%	1.14%	0.77%	0.77%	2	0.77%	
FALL CITY	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	0.67%	0.68%	1.07%	1.46%	30	1.46%	
FORKS	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	0.37%	0.42%	0.33%	0.30%	10	0.30%	
FOX ISLAND	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	0.82%	0.84%	0.49%	0.49%	4	0.49%	
FRIDAY HARBOR	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	0.55%	0.61%	0.68%	0.75%	46	0.75%	
GIG HARBOR	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	0.54%	0.54%	0.72%	0.73%	102	0.73%	
GLENOMA	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	2.88%	2.31%	1.72%	0.58%	2	0.58%	
HANSVILLE	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	1.33%	0.85%	0.78%	0.29%	4	0.29%	
HARRINGTON	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	1.09%	2.70%	1.09%	0.82%	3	0.82%	
HUMPTULIPS	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	1.06%	1.07%	1.08%	0.72%	2	0.72%	
INCHELIUM/HUNTERS	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	0.68%	1.07%	0.77%	0.54%	7	0.54%	
KAHLOTUS	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	0.60%	0.60%	0.00%	0.58%	1	0.58%	
KETTLE FALLS	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	0.45%	0.41%	0.78%	0.58%	14	0.58%	
KINGSTON	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	0.44%	0.36%	0.36%	0.59%	21	0.59%	
LAKE QUINAULT	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	0.80%	0.81%	0.41%	2.24%	11	2.24%	
LAKEBAY	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	0.57%	0.67%	0.79%	1.53%	75	1.53%	
LIND	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	0.24%	0.48%	0.96%	0.24%	1	0.24%	
LONG BEACH	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	0.97%	0.69%	1.01%	0.62%	22	0.62%	
LOPEZ	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	2.68%	0.84%	1.76%	1.42%	34	1.42%	
MATHEWS CORNER	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	1.00%	0.50%	1.00%	0.25%	1	0.25%	

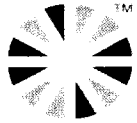


Trouble Ticket Report

CenturyLink™

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	November	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
MCCLEARY	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	0.68%	0.91%	1.25%	1.03%	9	1.03%	
MEDICAL LAKE	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	0.70%	0.37%	1.00%	0.89%	24	0.89%	
MESA	0.83%	0.83%	0.42%	0.42%	0.42%	0.43%	0.43%	0.44%	0.43%	0.43%	0.88%	0.00%	0	0.00%	
MINERAL	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	1.47%	2.36%	1.77%	0.29%	1	0.29%	
MONTESANO	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	0.59%	0.48%	0.76%	0.69%	17	0.69%	
MORTON	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	0.66%	0.96%	1.32%	0.58%	8	0.58%	
NEAH BAY	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	0.21%	0.00%	0.53%	0.00%	0	0.00%	
NESPELEM	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	1.60%	1.14%	3.93%	1.14%	7	1.14%	
NORTH BEND <small>831/888</small>	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	0.63%	0.59%	1.07%	0.94%	45	0.94%	
NORTH VASHON	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	1.17%	0.33%	0.89%	1.23%	11	1.23%	
OCEAN PARK	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	0.91%	1.08%	1.29%	1.26%	38	1.26%	
OCOSTA	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	0.42%	0.42%	1.25%	1.25%	3	1.25%	
ODESSA	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	0.52%	1.84%	0.92%	0.79%	6	0.79%	
ORTING	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	0.80%	0.62%	1.32%	1.05%	38	1.05%	
PACIFIC BEACH	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	0.94%	2.49%	0.82%	0.51%	5	0.51%	
PACKWOOD	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	0.85%	0.21%	0.33%	0.22%	2	0.22%	
PE ELL	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	1.09%	0.82%	1.39%	0.97%	7	0.97%	
PUGET ISLAND	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0.00%	2.29%	1.72%	2.01%	7	2.01%	
RANDLE	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	1.95%	0.33%	1.54%	1.98%	18	1.98%	



Trouble Ticket Report

CenturyLink™

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	November	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
RAYMOND-LEBAM	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	0.72%	0.69%	1.68%	0.99%	24	0.99%	
REARDAN	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	1.23%	1.32%	1.05%	1.59%	18	1.59%	
RIMROCK/WHITEPASS	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	0.46%	0.92%	0.47%	1.42%	3	1.42%	
RITZVILLE-BENGE	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	1.30%	0.69%	0.28%	0.63%	9	0.63%	
ROYAL CITY	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	1.38%	2.04%	0.91%	1.27%	21	1.27%	
SNOQUALMIE RIDGE 396	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	0.33%	0.17%	0.76%	0.52%	6	0.52%	
SNOQUALMIE PASS 434	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	0.71%	1.44%	2.86%	0.95%	4	0.95%	
SOUTH BEND	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	0.24%	0.81%	1.29%	0.97%	12	0.97%	
SOUTH PRAIRIE	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	0.99%	1.01%	0.87%	1.02%	14	1.02%	
SPANGLE	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	1.07%	1.06%	0.21%	1.28%	6	1.28%	
SPRAGUE	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	1.66%	0.48%	1.71%	0.00%	0	0.00%	
STARBUCK	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	3.92%	2.02%	2.02%	2.08%	2	2.08%	
TIETON	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	0.55%	0.42%	0.70%	0.71%	5	0.71%	
TWISP	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	0.35%	1.00%	0.71%	0.78%	13	0.78%	
VADER	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	0.62%	1.00%	0.76%	0.38%	3	0.38%	
VASHON	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	0.55%	0.72%	0.85%	0.71%	25	0.71%	
WASHTUCNA	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0.00%	0.00%	0.45%	0.90%	2	0.90%	
WILBUR	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	1.18%	0.71%	1.07%	1.07%	9	1.07%	
WILSON CREEK	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	0.35%	1.06%	1.45%	1.47%	4	1.47%	
WINTHROP	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	0.48%	0.53%	0.40%	0.67%	15	0.67%	
YACOLT	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	1.27%	0.64%	0.77%	0.77%	12	0.77%	
GRAND TOTAL	1.04%	0.92%	0.96%	0.68%	0.74%	0.72%	0.79%	0.89%	0.79%	0.76%	0.96%	0.85%	1,089	0.85%	

Quality of Service

November 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,254	26	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:		
Bi-Annual Report		

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
------------------	------

(7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

(8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

(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)
846	8	841	823	12
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)
660	5	655	640	15

**(4) Installation or Activation of Basic Service
Attachment A for November 2010**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	30	0
OCEAN PARK	18	0
CHINOOK	3	0
GIG HARBOR	112	0
FOX ISLAND	4	0
ARLETTA	5	0
MORTON	16	0
MINERAL	3	0
GLENOMA	3	0
RANDLE	11	0
PACKWOOD	9	0
ASHFORD	9	0
YACOLT	14	0
ORTING	40	0
SOUTH PRAIRIE	9	0
CONNELL	27	0
MESA	4	0
BASIN CITY	6	0
ELTOPIA	3	0
MATHEWS CORNER	4	0
KAHLOTUS	1	0
WASHTUCNA	1	0
LIND	2	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	13	0
LOPEZ/SHAW ISLAND	18	0
PUGET ISLAND	0	0
RAYMOND	7	0
RAYMOND/LEBAM	10	0
CATHLAMET	15	0
SOUTH BEND	13	0
OCOSTA	0	0
CURTIS	4	0
PE ELL	7	0
VADER	10	0
LAKEBAY (includes 1302)	35	0
MCCLEARY	9	0
ELMA	27	0
MONTESANO	19	0
KINGSTON	42	1
HANSVILLE	5	0
TWISP	23	0
WINTHROP	17	0
VASHON	12	0
NORTH VASHON	7	0

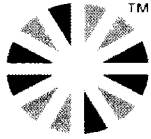
**(4) Installation or Activation of Basic Service
Attachment A for November 2010**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	82	0
E.W.U.	0	0
SPANGLE	3	0
MEDICAL LAKE	33	0
REARDAN	8	0
DAVENPORT	18	0
CRESTON	5	0
HUNTERS/INCHELIUM VALLEY	11	0
CHEWELAH	8	0
KETTLE FALLS	31	0
WILBUR	14	0
ODESSA	3	0
HARRINGTON	7	0
ALMIRA	5	0
COULEE CITY	0	0
WILSON CREEK	6	0
NESPELEM	1	0
RITZVILLE-BENGE	11	0
SPRAGUE	13	0
EDWALL-TYLER	1	0
NORTHBEND	38	0
SNOQUALMIE PASS	10	0
FALL CITY	10	0
CARNATION	10	0
SNOQUALMIE RIDGE	4	0
AMES LAKE	0	0
FRIDAY HARBOR	58	0
EAST SOUND	50	0
BLAKELY ISLAND/DECATURE	3	0
FORKS	27	0
NEAH BAY	5	0
BEAVER	3	0
CLALLAM BAY	2	0
CLEARWATER	4	0
PACIFIC BEACH	13	0
LAKE QUINAULT	5	0
HUMPTULIPS	4	0
COWICHE	10	0
TIETON	14	0
RIMROCK	0	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
November 2010

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Mineral	May 2010	18 - Mineral Hill AFC had bad CPU that caused system to go down.
Wilson Creek	May 2010	14 - Local power company had a significant ground fault that melted several peds and damaged buried cable.



CenturyLink™

WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

November 2010

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude for November