



April 14, 2011

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 CenturyTel Service Quality Report for the months of February and March 2011.

The trouble reports per 100 access lines objective was met for the month of February in all areas. In March the index was met in all areas except Curtis, where deteriorated plant and cable caused the missed objective and Humptulips, where deteriorated cable caused the missed objective.

Please feel free to contact me at (360) 951-6309 should you any questions.

Sincerely,

Mary Taylor

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