



April 20, 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 CenturyLink Service Quality Report for the month of January 2011.

The trouble reports per 100 access lines objective was met for the month of January with the exception of Carnation and Curtis. In Carnation 24 tickets were taken when a DLP had to be reloaded in a digital switch. And Curtis received 19 tickets due to cable and drop repairs caused by severe winds.

Should you have any questions, please contact feel free to contact me at (360) 951-6309.

Sincerely,

Mary Taylor