



**Qwest Corporation**  
1600 7th Avenue, Room 1506  
Seattle, Washington 98191  
(206) 345-1568  
Facsimile (206) 343-4040

**Mark S. Reynolds**  
Assistant Vice President  
Public Policy & Regulatory Affairs

May 9, 2011

David Danner, Executive Director & Secretary  
Washington Utilities & Transportation Commission  
1300 S Evergreen Park Drive, SW  
Olympia, Washington 98504-7250

Re: United Telephone Company of the Northwest d/b/a CenturyLink Washington  
Quality of Service Report – April 2011 – Confidential and Redacted Versions

Dear Mr. Danner:

Attached are confidential and redacted versions of the United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of April 2011.

The trouble reports per 100 access lines objective was met for the month of April in all areas.

Should you have any questions, please contact me at (206) 345-1568 or by e-mail at Mark.Reynolds3@qwest.com.

Sincerely,

Mark Reynolds

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