

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 10, 2011

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

Re: Legacy CenturyLink LECs (CTL-WA; CTL-Inter-island; CTL-Cowiche)
Washington Quality of Service Report – April 2011 – Confidential and Redacted
Versions

Dear Mr. Danner:

Attached are confidential and redacted versions of the CenturyLink LECs 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