# **CenturyLink**

# 1600 7th Avenue, Room 1506

# Seattle, Washington 98191

# (206) 345-1568

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# **Mark S. Reynolds**

# Director

# Western Region Regulatory Affairs

June 20, 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 – May 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 May 2011.

The trouble reports per 100 access lines objective was met for the month of May.

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