



August 23, 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 CenturyTel d/b/a CenturyLink  
Confidential and Redacted versions

Dear Mr. Danner:

Attached is the CenturyTel d/b/a CenturyLink Service Quality Report for the month of July 2011, in confidential and redacted versions.

The trouble reports per 100 access lines objective was met for the month of July with the exception of Cathlamet and Fox Island. When a Cathlamet defective card caused a shelf to fail over 50 tickets were received. Fox Island missed their objective due to a fiber cut.

Should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at [mark.reynolds3@centurylink.com](mailto:mark.reynolds3@centurylink.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