



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 for
United Telephone Company of the Northwest d/b/a CenturyLink
Confidential and Redacted versions

Dear Mr. Danner:

Attached is the United Telephone Company of the Northwest 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 in all areas except Granger where a deteriorated COT/LET generated 15 tickets and Patterson where five tickets were received when a channel bank failed to reset.

Should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at 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

