



September 28, 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 August 2011  
CenturyTel d/b/a CenturyLink  
Redacted and Confidential

Dear Mr. Danner:

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

The trouble reports per 100 access lines objective was met for the month of August with the exception of Creston at 9.8 and Rearden at 8.6. In Creston 32 tickets were generated when a buried cable was cut by a third party. In Rearden 25 tickets were taken when a fuse blew, 15 were generated by a failed power supply, 12 were received when a power card failed and 10 were taken when a ring generator failed.

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