



September 14, 2011

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

Re: CenturyTel Washington Quality of Service Report for June 2011
Confidential and Redacted Versions

Dear Mr. Danner:

Attached is the CenturyTel Service Quality Report for the month of June 2011 in confidential and redacted versions. This report was inadvertently left out of the reports filed on July 15, 2011.

The trouble reports per 100 access lines objective was met for the month of June in all exchanges with these exceptions. Humptulips at 5.4 where six of the tickets were due to deteriorated cable and four were caused by third party damage to plant. In Puget Sound at 10.4, 24 tickets were created by a third party cable cut. Washtucna at 5.4 received five tickets due to a bad card in the switch and Wilbur received 15 tickets when lightning caused a power outage impacting a digital switch.

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