



October 18, 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 September 2011 in redacted and confidential versions.

The trouble reports per 100 access lines objective was met for the month of September with the exception of Starbuck at 5.4. With only 93 access lines the five tickets received during September were enough to cause an unfavorable result. These five tickets were generated by deteriorated or damaged cable.

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