



November 15, 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 October 2011
CenturyTel d/b/a CenturyLink
Redacted and Confidential

Dear Mr. Danner:

Attached is the CenturyTel Service Quality Report d/b/a CenturyLink for the month of October 2011.

The trouble reports per 100 access lines objective was met for the month of October with the exception of Starbuck at 10.6 and Eureka at 5.6. With only 94 access lines the ten tickets received during October were enough to cause an unfavorable result. Five of these tickets were created when a third party cut our cable. Eleven of the 14 tickets received in Eureka were due to cable cuts caused by a third party.

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