



**CenturyLink**  
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**Mark S. Reynolds**  
Director  
Western Region Regulatory Affairs

June 30, 2011

*Via E-mail and  
Overnight Delivery*

Mr. David Danner, Executive Director  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: CenturyLink's compliance with Condition No. 22 to the Joint Applicants' agreement with Commission Staff and Public Counsel, Docket UT-100820, Order 14, Appendix C

Dear Mr. Danner,

Condition No. 22 in the Docket UT-100820 merger settlement agreement between CenturyLink, Commission Staff and Public Counsel, adopted by the Commission in its Order 14 in the docket, requires the filing with the Commission of semi-annual reports concerning the integration of retail operational support systems:

**22. OSS – Retail**

*CenturyLink agrees to submit to Commission Staff and Public Counsel semi-annual integration status reports following the close of the Transaction. The initial report will be submitted within 90 days after the Transaction closes and will continue semi-annually for four years (reports will be provided within 30 days following the end of each semi-annual period).*

*At a minimum, the reports will include a summary of integration-related activity completed since the last filed report and key milestones, deliverables and implementation timelines, and major risks and contingency plans for the upcoming quarter and beyond, if available, for all substantial integration team efforts.*

CenturyLink provides Attachment 1, which contains the initial report of integration-related activity associated with retail OSS, and Attachment 2, which contains the underlying systems evaluation framework and assessment criteria used by CenturyLink in its integration processes.

If you have any questions regarding this report, please don't hesitate to call me.

Sincerely,

A handwritten signature in black ink that reads "Mark Reynolds". The signature is written in a cursive, flowing style.

Mark Reynolds

MSR/l dj

cc: Jennifer Cameron-Rulkowski  
Simon ffitc