



CenturyLink™

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July 22, 2011
Via Electronic Filing

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

RE: DO NOT RE-DOCKET (Docket UT-100820)
Advice No. WA UTNW 11-05 for United Telephone Company of the Northwest d/b/a CenturyLink

Dear Mr. Danner:

Enclosed for filing please find a replacement tariff page for United Telephone Company of the Northwest d/b/a CenturyLink WN U-4. Per Kristen Russell, this filing's effective date is being extended to July 29, 2011.

The tariff page enclosed for review and approval is as follows:

WN U-4

Schedule AD First Revised Sheet 27

This filing modifies the Quality of Service Guarantee to incorporate the provisions agreed to by the Company in condition 16a of the Settlement Agreement in the CenturyLink/Qwest merger Docket UT-100820. Specifically, the filing:

- Implements the \$5 out of service credit mirroring Qwest's "Allowance for Service Interruptions" tariff.
- Modifies the service guarantee program adopted in the CenturyTel/Embarq merger by increasing the residential credit from \$15 to \$25.

I, Robyn Crichton, in compliance with WAC 480-80-103, certify that I have authority to issue tariff revisions on behalf of United Telephone Company of the Northwest d/b/a CenturyLink.

Page 2
Mr. David W. Danner
July 22, 2011

Commission consideration and timely approval of these pages are respectfully requested. Upon approval, please return one stamped approved copy of this filing for our records. Please feel free to contact me if you have any questions regarding this filing.

Sincerely,



Robyn Crichton

Enclosures

pc: Mark Reynolds
John Felz

3-WA 11-05

Robyn Crichton
TARIFF ANALYST II
Voice: (913) 345-7535
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RULES AND REGULATIONS

QUALITY OF SERVICE GUARANTEE

The Company will strive to maintain Quality of Service in meeting local residential basic service and local business basic service customers' appointment times for repair and installation requests. Should the Company fail to maintain this level of commitment to the customer, the customer will be provided a Quality of Service credit. The following credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of the Company's employee.

1. Missed Appointments or Commitments

(T)

The customer will receive a credit for: **1) repair of existing exchange service when a customer is unable to receive and/or place a telephone call, or; 2) an installation appointment or commitment missed due to reasons within the Company's control (\$25.00 for residential customers, \$25.00 for business customers).** The Quality of Service credit applies only to the access line(s) applicable to the missed **appointment or** commitment.

(T)

(T)

(T)

(D)

(D)

2. Allowance for Service Interruptions

(T)

- a. **Customers who have an out-of-service condition (no dial tone) on their lines that is not cleared within two working days (excluding Sundays and holidays) will receive a credit of \$5.00.**
- b. **If the out-of service condition exceeds seven calendar days, the customer will receive a credit equal to their monthly local exchange service rate, including any associated features for the month in which the outage occurred.**
- c. **These credits do not apply if the out-of-service condition or the Company's inability to clear the condition is due to:**
 - **Emergency situations**
 - **Unavoidable catastrophes**
 - **Force majeure**
 - **Work Stoppage**
 - **Inside wiring**
 - **Customer premises equipment**

(T)