# **CenturyLink**

# 1600 7th Avenue, Room 1506

# Seattle, Washington 98191

# (206) 345-1568

# Facsimile (206) 343-4040

# **Mark S. Reynolds**

# Director

# Western Region Regulatory Affairs

January 26, 2012

***Via Email and Overnight Delivery***

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, November 2011 – REVISED REPORT

Dear Mr. Danner,

Attached is a revised United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of November 2011 - confidential version. The revision is necessary to provide information in one of the report’s data fields that was inadvertently omitted in the report filed in December. Commission Staff has requested this correction. We apologize for any confusion this may have caused.

Should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at mark.reynolds3@centurylink.com.

Sincerely,

Mark S. Reynolds

MSR/ldj

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