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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