**CenturyLink**

1600 7th Avenue, Room 1506

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Phone: (206) 345-1574

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**Lisa A. Anderl**

Associate General Counsel

Regulatory Law Department

September 28, 2011

# Via E-mail and

# Overnight Delivery

Mr. David Danner, Executive Director and Secretary

Washington Utilities & Transportation Commission

1300 S. Evergreen Park Drive SW

P.O. Box 47250

Olympia, WA 98504-7250

Re: Docket No. UT-100820 – CenturyLink’s Service Quality Plan and Report Pursuant to Order 14, Paragraph 263

Dear Mr. Danner:

Enclosed are the original and twelve (12) copies of CenturyLink’s Service Quality Plan and Report Pursuant to Order 14, Paragraph 263.

The electronic copy is being provided by email.

Sincerely,

Lisa A. Anderl

LAA/ldj

Enclosures

cc: Jennifer Cameron-Rulkowski

Simon ffitch