

**CenturyLink**  
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Seattle, Washington 98191  
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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,

A handwritten signature in black ink, appearing to read "Lisa A. Anderl".

Lisa A. Anderl

LAA/ldj  
Enclosures  
cc: Jennifer Cameron-Rulkowski  
Simon ffitc