



February 14, 2012

David Danner, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S Evergreen Park Drive, SW
Olympia, Washington 98504-7250

Re: CenturyTel d/b/a CenturyLink
Washington Service Quality Report for January 2012, confidential and redacted versions

Dear Mr. Danner:

Attached is the CenturyTel d/b/a CenturyLink Service Quality Report for the month of January 2012, in confidential and redacted versions.

The trouble reports per 100 access lines objective was met for the month of January in all exchanges with the exception of Ames Lake at 4.3, Curtis at 4.9, Fall City at 4.1, Humptulips at 4.5, Orting 5.4 and South Prairie at 6.2. Ames Lake received five tickets due to inclement weather, Curtis received 12 tickets due to inclement weather, Fall City received 42 tickets due to inclement weather and power outages, Humptulips tickets were for various reasons with no distinct pattern detected, Orting received 110 tickets due to storms and power outages and South Prairie received 46 tickets due to inclement weather and power outages.

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

Sincerely,

Mark Reynolds

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