



February 14, 2012

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

Re: United Telephone Company of the Northwest d/b/a CenturyLink  
Washington Service Quality Report for January 2012, Confidential and Redacted versions

Dear Mr. Danner:

Attached is the United Telephone Company of the Northwest 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 Glenwood at 11.4 and Lyle at 6.1. Glenwood received 30 tickets due to inclement weather which caused power outages and Lyle received 18 tickets due to inclement weather.

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