**CenturyLink**

1600 7th Avenue, Room 1506

Seattle, Washington 98191

Phone: (206) 345-1574

Facsimile (206) 343-4040

**Lisa A. Anderl**

Associate General Counsel

Regulatory Law Department

October 17, 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 Compliance with Merger Condition 17

Dear Mr. Danner:

Merger Condition 17 requires all of the CenturyLink ILECs to report quarterly on their Customer Service Guarantee Plans. The companies intend to provide these quarterly reports contemporaneously with the other service quality reports that are already provided on a monthly basis. Thus, the third quarter reports will be included with the September 2011 monthly reports that will be provided on or before October 31, 2011.

The electronic copy is being provided by email.

Sincerely,

Lisa A. Anderl

LAA/ldj

Enclosures

cc: Jennifer Cameron-Rulkowski

 Simon ffitch