



Colville Business Council

The Confederated Tribes of the Colville Reservation

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March 13, 2012

Jeffrey Goltz, Chairman
Commissioner Pat J. Oshie
Commissioner Phillip B. Jones
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, WA 98504-7250
Facsimile: (360) 586-1150

Re: Correspondence Related to CenturyLink Quality of Service Issues on the Colville Reservation

Dear Chairman Goltz:

As you know, since 2010 the Confederated Tribes of the Colville Reservation ("Colville Tribes" or "Tribes") has been engaged with the Washington Utilities and Transportation Commission ("WUTC" or "Commission") on various issues relating to the provision of telecommunications services on the Colville Reservation.

The Colville Tribes provided testimony to the WUTC in late 2010 that culminated in the WUTC including various conditions in the final order that approved the merger between Qwest and CenturyLink. Since the WUTC issued that final order, the Colville Tribes has been in contact with the WUTC regarding CenturyLink's failure to engage the Tribes in the preparation of the five year service quality improvement plan for the Colville Reservation that the final order required the company to prepare.

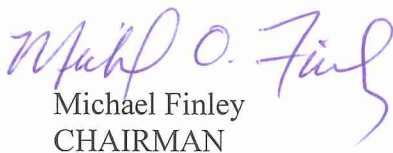
Despite the Colville Tribes efforts to keep the WUTC apprised of these issues, CenturyLink has yet to fully address the service issues that the Colville Tribes has identified and brought to its attention. Enclosed are four letters that provide additional detail on these ongoing issues. As described in the letters, many residents of the Colville Reservation – including the Colville Tribes' Police Chief – must rely on antiquated partylines for their home telephone service. Caller ID is unavailable in many areas of the Colville Reservation, and CenturyLink's failure to upgrade its infrastructure and provide even minimal DSL service to residents of the Colville Reservation continues.

In addition to these quality of service issues, CenturyLink has failed to comply with the conditions in the WUTC's final order. For example, although the final order contemplates that CenturyLink would appoint a statewide tribal liaison to ensure that tribal issues are handled at a high level within the company, CenturyLink has named a succession of individuals to serve as the Colville Tribes' liaison, none of which has had any substantive decision-making authority.

Also, although CenturyLink committed to enabling broadband in the town of Nespelem (the headquarters of the Colville Tribes), to date it has activated only 96 of 265 DSL ports to customers in Nespelem.

The Colville Tribes would like to meet with you and the other Commissioners to discuss the matters raised in the enclosed letters at your earliest convenience. Colville Business Councilmember Cherie Moomaw will be in contact with your staff to schedule this meeting. The Colville Tribes is hoping that the WUTC will become more directly involved in these matters and ensure that CenturyLink complies with the merger conditions and with its general obligations as the primary provider of telecommunications services on the Colville Reservation.

Sincerely,


Michael Finley
CHAIRMAN

Enclosures

cc: Mr. David Danner, WUTC Executive Director and Secretary
FCC Chairman Julius Genachowski
FCC Commissioner Robert McDowell
FCC Commissioner Mignon Clyburn
Business Council, Colville Confederated Tribes
Jim Ronyak, IT Division Director, Colville Confederated Tribes