

CenturyLink
1600 7th Avenue, Room 1506
Seattle, Washington 98191
Phone: (206) 345-1574
Facsimile (206) 343-4040

Maura E. Peterson
Paralegal
Regulatory Law Department

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*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:

Enclosed please find Customer Service Guarantee Plan (“CSGP”) Service Quality Reports, in redacted and confidential versions, for United Telephone Company of the Northwest d/b/a CenturyLink; CenturyTel of Washington d/b/a CenturyLink; CenturyTel of Inter-Island d/b/a CenturyLink and CenturyTel of Cowiche d/b/a CenturyLink for the last quarter of 2011 through September of 2012.

Merger Condition 17 requires all of the CenturyLink ILECs to report quarterly on their Customer Service Guarantee Plans. These CSGP reports were inadvertently not included in our Service Quality Report filings. I apologize for any inconvenience created by this delay.

The fourth quarter CSGP report for 2012 will be included with the company’s service quality reports in January 2013 and provided quarterly going forward.

Sincerely,

Maura Peterson

MEP/mep
cc: Jennifer Cameron-Rulkowski
Lisa Gafken
Enclosures