



December 13, 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 Quality of Service Report for November 2012

Dear Mr. Danner:

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

The trouble reports per 100 access lines objective was met for the month of November in all exchanges with the exception of Willard at 4.4. Five tickets were received due to deteriorated cable and drop.

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