



April 16, 2013

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

Re: CenturyTel of Washington; CenturyTel of Inter-Island and CenturyTel of Cowiche d/b/a
CenturyLink Quality of Service Report March 2013

Dear Mr. Danner:

Attached is the CenturyTel d/b/a CenturyLink Service Quality Report for the month of March 2013 in confidential and redacted versions.

The trouble reports per 100 access lines objective was met for the month of March with the exception of Humptulips at 5.2. Of the thirteen tickets, created eight were for deteriorated cable and drops.

Should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at 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