



April 16, 2013

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

Re: United Telephone Company of the Northwest d/b/a CenturyLink
Washington Quality of Service Report March 2013

Dear Mr. Danner:

Attached is the United Telephone Company of the Northwest 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 in all exchanges with the exception of Harrah at 4.5 and Roosevelt at 4.03. Of the 31 tickets received in Harrah 15 were due to the failure of a transport. All five of the tickets received in Roosevelt were due to cable deterioration.

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