

**CenturyLink**  
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**Maura E. Peterson**  
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July 31, 2013

*Via E-mail and  
Overnight Delivery*

Mr. Steven V. King, 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. King:

Enclosed please find the Customer Service Guarantee Plan (“CSGP”) Service Quality Report, 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 second quarter of 2013.

Merger Condition 17 requires all of the CenturyLink ILECs to report quarterly on their Customer Service Guarantee Plans.

Sincerely,

Maura Peterson

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