



December 9, 2014

Steven V. King, Executive Director & Secretary  
Washington Utilities & Transportation Commission  
1300 S Evergreen Park Drive, SW  
Olympia, Washington 98504-7250

Re: Washington Quality of Service Report for CenturyTel, Docket No. UT-921192.

Dear Mr. King:

Attached is the CenturyTel Service Quality Report d/b/a CenturyLink for the month of November, 2014. The trouble reports per 100 access lines objective was met for the month of November with the exceptions of Orting at 5.4, Vashon at 6.7, Wilbur 4.9. Orting received 19 tickets for deteriorated cable and drops. Vashon received 16 tickets due to inclement weather impacting cable and Wilbur received 5 tickets for cut cable.

Please note that some of the attached information is confidential pursuant to WAC 480-07-160 as it is competitively sensitive. It is marked as required under the rule and redacted copies are also provided.

If you 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