



February 16, 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 January, 2015. The trouble reports per 100 access lines objective was met for the month of January with the exceptions of Orting at 6.5 caused in part by a bad line card bay and damaged digital circuit equipment, Raymond at 4.9 due to deteriorated cable and drop, Vashon at 4.3 due to buried cable damaged by a third party and Wilbur at 4.3 due to deteriorated 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.

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