



March 18, 2015

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

Dear Mr. King:

Attached is the United Telephone Company of the Northwest d/b/a CenturyLink Service Quality Report for the month of February 2015 as required under docket UT-921192.

The trouble reports per 100 access lines objective was met for the month of February with the exception of Patterson at 4.5. This exchange has 177 access lines and received 8 tickets in February for mostly deteriorated aerial and buried cable. No pattern was detected.

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