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UTAH PUBLIC  
SERVICE COMMISSION

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James Farr  
Director State Regulatory  
250 E 200 S  
Salt Lake City, UT 84111  
(801) 238-0240  
James.Farr@CenturyLink.com

RECEIVED

July 25, 2013

Public Service Commission of Utah  
160 East 300 South, 4<sup>th</sup> Floor  
Salt Lake City, Utah 84111

*Docket No. 13-999-03*

Re: Service Quality Reports – Second Quarter 2013

Dear Commissioners:

Attached are eight service quality reports for Qwest d/b/a CenturyLink Communications operations in Utah during the second quarter 2013. On June 28, 2013, the Commission issued an order granting the CenturyLink petition in Docket No. 13-049-13. This will be the last quarterly service quality report to be filed by CenturyLink pursuant to the reporting requirements in Utah Admin. Code R746-340-9.

The attached reports are as follows:

Attached Service Quality Reports:

- Report 1 – Out-of-Service Trouble
- Report 2 – All Troubles Cleared
- Report 3 – 3 Day Provisioning
- Report 4 – Provisioning Commitments Met
- Report 5 – Held Orders
- Report 6 – Dial Tone Speed
- Report 7 – Local Trunk Blocking
- Report 8 – Average Time in Queue

If there are any questions, please call me at 702-244-7706.

Sincerely,

*Scott Collins for*  
James Farr

Attachments

cc: Dennis Miller - Division of Public Utilities  
Casey Coleman – Division of Public Utilities

PROPRIETARY