

ORIGINAL



**Qwest**  
310 SW Park, 11<sup>th</sup> Floor  
Portland, Oregon 97205  
503-242-5089  
ron.trullinger@qwest.com

UTAH PUBLIC  
SERVICE COMMISSION

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**Ron L. Trullinger**  
Regulatory Reporting

RECEIVED

July 18, 2011

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

*Docket No. 11-999-03*

Re: Service Quality Reports – Second Quarter 2011

Dear Commissioners:

Attached are eight service quality reports for Qwest Communications operations in Utah during the second quarter 2011.

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 503-242-5089.

Sincerely,

*Ron L. Trullinger*

Attachments

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