



August 24, 2007

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STATE OF WASH
UTIL AND TRANS
COMM

Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – July 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for July 2007. These statistics are based on criteria approved in Docket No UT-921192: General Order No. R-384.

If you have any questions, please feel free to contact Mary Taylor, Government Relations Manager, at 360-943-6996.

Sincerely,

Tim Grigar
General Manager, WA OR
CenturyTel of Washington, Inc

cc Distribution Listed Below:

Terry Beeler - Wentzville	Mark Johnston
Cal Simshaw - Vancouver	Ted Hankins – Monroe
Lee Massey	Ty Lemaster
Mary Taylor	John Fryling
Steve Densley	Ross Skinner

RMS
jmc

**(4) Installation or Activation of Basic Service
Attachment A for July 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	37	37
NORTH VASHON	13	13
CHENEY	59	58
E.W.U.	0	0
SPANGLE	5	5
MEDICAL LAKE	59	59
REARDAN	16	16
DAVENPORT	27	26
CRESTON	5	5
HUNTERS/INCHELIUM	18	17
VALLEY	11	10
CHEWELAH	40	38
KETTLE FALLS	74	73
WILBUR	10	9
ODESSA	11	11
HARRINGTON	4	4
ALMIRA	9	9
COULEE CITY	11	11
WILSON CREEK	3	3
NESPELEM	12	12
RITZVILLE-BENGE	13	13
SPRAGUE	8	8
EDWALL-TYLER	6	6
NORTHBEND	77	77
SNOQUALMIE PASS	7	7
FALL CITY	21	21
CARNATION	9	9
SNOQUALMIE RIDGE	21	21
AMES LAKE	9	9
FRIDAY HARBOR	76	75
EAST SOUND	57	57
BLAKELY ISLAND/DECATURE	2	2
FORKS	34	33
NEAH BAY	11	11
BEAVER	5	5
CLALLAM BAY	9	9
CLEARWATER	0	0
PACIFIC BEACH	28	28
LAKE QUINAULT	10	10
HUMPTULIPS	5	5
COWICHE	9	9
TIETON	12	12
RIMROCK	2	2

Quality of Service

July 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,851	367	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - July 2007	

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
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(7) Switches - Dial Tone

On Track for Month?	Yes
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(8) Trunk Blocking

On Track for Month?	Yes
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(9) Repair Report / Repair Appointments Met

Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
921	4	917	906	11
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
650	1	649	636	13



Trouble Ticket Report

July 2007

EXCHANGE	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	July 07		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
ALMIRA	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	3	0.72%	
AMES LAKE	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	5	0.77%	
ARLETTA	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	23	0.87%	
ASHFORD	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	14	1.30%	
BASIN CITY	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	5	0.77%	
BEAVER	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	1	0.23%	
BLAKELY ISL	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	3	0.94%	
CARNATION	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	35	2.24%	
CATHLAMET	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	16	1.14%	
CHENNEY / EWU	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	33	0.73%	
CHEWELAH / VALLEY	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	65	1.54%	
CHINOOK	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	4	1.05%	
CLALLAM BAY	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	6	0.87%	
CLEARWATER	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0	0.00%	
JNNELL	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	6	0.42%	
COULÉE CITY	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	11	1.40%	
COWICHE	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	5	0.51%	
CRESTON	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	4	1.01%	
CURTIS	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	2	0.41%	
DAVENPORT	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	25	1.25%	
EASTSOUND	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	46	0.97%	
EDWALL-TYLER	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	9	2.24%	
ELMA	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	39	0.98%	

ELMA P-IVEPService Quality Reports WASHINGTON Reports for 2007/9 July Trouble Report 2007



Trouble Ticket Report

July 2007

EXCHANGE	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	July 07		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELTOPIA	1.77%	1.44%	0.73%	1.82%	1.83%	1.11%	0.74%	1.11%	1.11%	0.00%	2.23%	1.11%	0	0.00%	
EUREKA	0.87%	0.29%	1.57%	0.94%	0.94%	0.92%	0.93%	0.00%	0.00%	0.62%	0.63%	1.27%	2	0.63%	
FALL CITY	1.30%	1.41%	1.31%	1.51%	1.49%	1.28%	2.60%	0.62%	1.44%	1.29%	0.96%	0.64%	34	1.15%	
FORKS	0.52%	0.42%	0.58%	0.67%	2.00%	1.12%	1.04%	0.25%	0.70%	0.39%	0.17%	0.31%	12	0.34%	
FOX ISLAND	0.44%	1.01%	1.29%	1.11%	1.73%	1.34%	0.95%	1.17%	1.67%	0.91%	1.00%	1.37%	16	1.16%	
FRIDAY HARBOR	1.10%	1.89%	1.91%	1.52%	2.27%	1.61%	1.38%	0.80%	1.02%	0.83%	1.34%	0.96%	82	1.23%	
GIG HARBOR	0.81%	0.99%	0.92%	0.96%	1.28%	1.18%	1.36%	0.87%	0.90%	0.87%	0.81%	0.79%	150	0.68%	
GLENOMA	1.93%	0.48%	1.72%	1.48%	2.48%	3.71%	2.72%	3.45%	1.47%	1.73%	2.20%	2.20%	5	1.23%	
HANSVILLE	1.00%	1.89%	1.75%	1.95%	1.90%	1.73%	1.10%	0.41%	0.75%	0.41%	0.82%	0.53%	15	0.89%	
HARRINGTON	2.08%	0.85%	0.22%	0.68%	0.23%	1.13%	0.00%	0.46%	1.38%	3.24%	1.17%	1.87%	9	2.12%	
HUMPTULIPS	1.08%	1.66%	0.85%	2.82%	3.94%	1.43%	0.86%	1.45%	2.59%	0.85%	0.00%	0.85%	2	0.57%	
INCELIUM/HUNTERS	0.66%	0.72%	0.80%	1.02%	0.89%	1.03%	0.75%	0.48%	0.48%	0.48%	1.28%	0.88%	16	1.09%	
KAHILOTUS	0.51%	0.00%	0.51%	0.00%	0.50%	1.01%	0.51%	2.02%	1.52%	0.52%	0.52%	0.54%	2	1.08%	
KETTLE FALLS	1.86%	1.45%	1.09%	1.09%	0.98%	0.79%	0.79%	0.72%	0.72%	1.10%	1.37%	2.05%	32	1.21%	
LANGSTON	0.84%	1.17%	1.23%	1.57%	1.57%	2.05%	1.67%	0.89%	0.77%	0.56%	0.76%	0.79%	28	0.62%	
LAKE QUINAULT	2.27%	1.46%	1.49%	0.82%	2.76%	2.46%	1.64%	0.33%	0.98%	0.32%	0.98%	0.82%	9	1.48%	
LAKEBAY	0.95%	1.27%	1.34%	1.46%	2.48%	2.31%	2.51%	1.49%	1.40%	1.08%	1.10%	1.35%	61	1.14%	
LIND	1.20%	1.01%	1.43%	0.82%	0.82%	0.21%	0.62%	0.42%	0.00%	1.66%	0.63%	1.27%	4	0.84%	
LONG BEACH	0.94%	1.09%	1.17%	1.10%	2.04%	0.91%	1.31%	0.74%	1.06%	1.01%	0.71%	0.76%	46	1.14%	
LOPEZ	0.99%	1.20%	1.17%	1.26%	2.14%	1.73%	1.23%	1.48%	1.36%	1.60%	1.35%	1.17%	41	1.72%	
MATHEWS CORNER	1.05%	0.63%	2.32%	1.50%	1.94%	1.73%	0.43%	0.43%	1.08%	1.28%	1.29%	0.43%	7	1.52%	
MCCLARY	0.87%	0.79%	1.13%	1.47%	1.40%	1.25%	1.77%	1.36%	1.18%	0.26%	0.52%	0.79%	10	0.89%	
MEDICAL LAKE	0.97%	1.30%	0.87%	0.64%	0.84%	0.40%	0.68%	0.62%	0.72%	0.93%	1.00%	1.00%	35	1.21%	

Service Quality Reports

WASHINGTON

Report for 2007

July

Trouble Report 2007



Trouble Ticket Report

July 2007

EXCHANGE	July 2007												July 07 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07			
SNOQUALMIE PASS 434	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	4	0.95%	
SOUTH BEND	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	12	0.80%	
SOUTH PRAIRIE	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	34	1.54%	
SPANGLE	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	5	0.99%	
SPRAGUE	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	8	1.61%	
STARBUCK	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	2	1.46%	
TJETON	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	3	0.41%	
TWISP	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	11	0.55%	
VADER	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	6	0.65%	
VASHON	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	72	1.50%	
WASHTUCNA	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	1	0.40%	
WILBUR	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	10	1.04%	
WILSON CREEK	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	10	2.88%	
WINTHROP	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	22	0.99%	
WACOLT	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	17	0.98%	
GRAND TOTAL	1.21%	1.05%	1.21%	1.06%	1.14%	1.62%	1.52%	1.42%	0.96%	0.87%	0.93%	0.94%	1,566	0.98%	



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
July 2007

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 % (If NO, add to this list)
Edwall Tyler	February 2007	10 - Intermittent problems with outside equipment cabinet
	April 2007	18 - four separate issues. Grounding issue; equipment failure; cable problem on a CM8 and a card failure. All unrelated.