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STATE OF WASH  
UTILITY DIVISION  
COMMUNICATIONS

September 17, 2007

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – August 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for August 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



# Trouble Ticket Report

## August 2007

EXCHANGE	August 07												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or Below
	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07			
ALMIRA	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	7	1.69%	
AMES LAKE	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	5	0.77%	
ARLETTA	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	16	0.61%	
ASHFORD	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	10	0.94%	
BASIN CITY	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	1	0.15%	
BEAVER	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	3	0.71%	
BLAKELY ISL	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	2	0.63%	
CARNATION	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	21	1.35%	
CATHLAMET	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	21	1.51%	
CHENEY / EWU	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	26	0.58%	
CHEWELAH / VALLEY	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	42	0.99%	
CHINOOK	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	1	0.26%	
CLALLAM BAY	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	2	0.29%	
CLEARWATER	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0	0.00%	
CONNELL	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	6	0.42%	
COULTEE CITY	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	3	0.38%	
COWICHE	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	4	0.41%	
CRESTON	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	1	0.25%	
CURTIS	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	1	0.20%	
DAVENPORT	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	25	1.25%	
EASTSOUND	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	51	1.08%	
EDWALL-TYLER	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	9	2.24%	
ELMA <small>P-VEEP Service Quality Reports</small>	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	41	1.04%	

WASHINGT  
ON Reports for 2007 August  
Trouble Report 2007



# Trouble Ticket Report

## August 2007

	August 2007												August 07 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below		
	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07					
EXCHANGE																	
ELTOPIA	1.44%	0.73%	1.82%	1.83%	1.11%	0.74%	1.11%	1.11%	0.00%	2.23%	1.11%	0.00%	4	1.48%			
EUREKA	0.29%	1.57%	0.94%	0.94%	0.92%	0.93%	0.00%	0.00%	0.62%	0.63%	1.27%	0.63%	5	1.58%			
FALL CITY	1.41%	1.31%	1.51%	1.49%	1.28%	2.60%	0.62%	1.44%	1.29%	0.96%	0.64%	1.15%	21	0.72%			
FORKS	0.42%	0.58%	0.67%	2.00%	1.12%	1.04%	0.25%	0.70%	0.39%	0.17%	0.31%	0.34%	7	0.20%			
FOX ISLAND	1.01%	1.29%	1.11%	1.73%	1.34%	0.95%	1.17%	1.67%	0.91%	1.00%	1.37%	1.16%	4	0.29%			
FRIDAY HARBOR	1.89%	1.91%	1.52%	2.27%	1.61%	1.38%	0.80%	1.02%	0.83%	1.34%	0.96%	1.23%	59	0.89%			
GIG HARBOR	0.99%	0.92%	0.96%	1.28%	1.18%	1.36%	0.87%	0.90%	0.87%	0.81%	0.79%	0.68%	118	0.54%			
GLENOMA	0.48%	1.72%	1.48%	2.48%	3.71%	2.72%	3.45%	1.47%	1.73%	2.20%	2.20%	1.23%	6	1.50%			
HANSVILLE	1.89%	1.75%	1.95%	1.90%	1.73%	1.10%	0.41%	0.75%	0.41%	0.82%	0.53%	0.89%	9	0.54%			
HARRINGTON	0.85%	0.22%	0.68%	0.23%	1.13%	0.00%	0.46%	1.38%	3.24%	1.17%	1.87%	2.12%	5	1.18%			
HUMPTULIPS	1.66%	0.85%	2.82%	3.94%	1.43%	0.86%	1.45%	2.59%	0.85%	0.00%	0.85%	0.57%	4	1.14%			
INCHELLUM/HUNTERS	0.72%	0.80%	1.02%	0.89%	1.03%	0.75%	0.48%	0.48%	0.48%	1.28%	0.88%	1.09%	18	1.22%			
KAHLOTUS	0.00%	0.51%	0.00%	0.50%	1.01%	0.51%	2.02%	1.52%	0.52%	0.52%	0.54%	1.08%	0	0.00%			
KETTLE FALLS	1.45%	1.09%	1.09%	0.98%	0.79%	0.79%	0.72%	0.72%	1.10%	1.37%	2.05%	1.21%	25	0.94%			
KINGSTON	1.17%	1.23%	1.57%	1.57%	2.05%	1.67%	0.89%	0.77%	0.56%	0.76%	0.79%	0.62%	23	0.51%			
LAKE QUINAULT	1.46%	1.49%	0.82%	2.76%	2.46%	1.64%	0.33%	0.98%	0.32%	0.98%	0.82%	1.48%	4	0.65%			
LAKEBAY	1.27%	1.34%	1.46%	2.48%	2.31%	2.51%	1.49%	1.40%	1.08%	1.10%	1.35%	1.14%	69	1.29%			
LIND	1.01%	1.43%	0.82%	0.82%	0.21%	0.62%	0.42%	0.00%	1.66%	0.63%	1.27%	0.84%	9	1.89%			
LONG BEACH	1.09%	1.17%	1.10%	2.04%	0.91%	1.31%	0.74%	1.06%	1.01%	0.71%	0.76%	1.14%	33	0.82%			
LOPEZ	1.20%	1.17%	1.26%	2.14%	1.73%	1.23%	1.48%	1.36%	1.60%	1.35%	1.17%	1.72%	20	0.84%			
MATHEWS CORNER	0.63%	2.32%	1.50%	1.94%	1.73%	0.43%	0.43%	1.08%	1.28%	1.29%	0.43%	1.52%	10	2.18%			
MCCLEARY	0.79%	1.13%	1.47%	1.40%	1.25%	1.77%	1.36%	1.18%	0.26%	0.52%	0.79%	0.89%	4	0.36%			
MEDICAL LAKE <small>WASHP</small>	1.30%	0.87%	0.64%	0.84%	0.40%	0.68%	0.62%	0.72%	0.93%	1.00%	1.00%	1.21%	24	0.83%			

Service Quality Reports WASHINGTON Reports for 2007 August Trouble Report 2007



# Trouble Ticket Report

## August 2007

EXCHANGE	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	August 07		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
MESA	0.00%	0.68%	0.35%	0.00%	0.00%	0.71%	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	1	0.35%	
MINERAL	3.41%	1.87%	1.88%	2.80%	3.40%	3.38%	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	4	1.23%	
MONTESANO	0.72%	0.43%	1.06%	1.92%	1.57%	1.51%	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	30	0.89%	
MORTON	0.80%	1.20%	1.07%	1.78%	2.23%	1.12%	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	13	0.88%	
NEAH BAY	0.74%	1.06%	1.46%	1.05%	1.36%	1.47%	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	2	0.21%	
NESPELEM	2.33%	0.30%	1.07%	0.61%	0.61%	1.70%	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	12	1.92%	
NORTH BEND 831/888	1.00%	0.89%	1.14%	1.39%	1.25%	1.34%	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	45	0.63%	
NORTH VASHON	1.53%	1.94%	1.74%	2.37%	3.41%	2.06%	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	13	1.08%	
OCEAN PARK	1.25%	0.79%	0.90%	2.47%	1.79%	1.76%	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	26	0.75%	
OCOSTA	0.51%	0.54%	0.54%	3.79%	1.37%	1.38%	1.69%	0.86%	2.03%	0.58%	0.88%	0.30%	1	0.30%	
ODESSA	1.11%	0.23%	1.14%	1.03%	1.74%	1.53%	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	3	0.36%	
ORTING	1.39%	1.02%	0.94%	1.32%	1.49%	1.34%	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	69	1.19%	
PACIFIC BEACH	0.30%	0.72%	1.50%	2.20%	1.01%	1.40%	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	7	0.69%	
PACKWOOD	1.53%	0.85%	0.94%	2.47%	1.35%	1.44%	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	2	0.16%	
PE ELL	2.10%	1.15%	1.38%	2.25%	2.64%	1.89%	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	3	0.38%	
PUGET ISLAND	3.60%	1.95%	1.94%	2.90%	1.94%	2.92%	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	3	0.74%	
RANDLE	0.86%	1.05%	1.15%	2.60%	2.89%	1.85%	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	5	0.51%	
RAYMOND-LEBAM	1.36%	0.98%	1.36%	1.64%	2.62%	1.96%	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	19	0.66%	
REARDAN	2.25%	0.93%	1.10%	1.35%	1.61%	1.35%	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	14	1.19%	
RIMROCK/WHITEPASS	0.33%	0.67%	0.00%	0.34%	1.68%	1.37%	0.34%	0.00%	0.34%	0.34%	0.00%	0.35%	2	0.69%	
RITZVILLE-BENGE	0.80%	0.76%	0.58%	0.45%	0.32%	0.45%	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	19	1.24%	
ROYAL CITY	1.62%	1.59%	0.93%	1.55%	0.73%	1.05%	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	22	1.19%	
SNOQUALMIE RIDGE 396 FREE Service Quality Reports WASHINGTON FREE Service Quality Reports WASHINGTON	1.39%	0.32%	0.60%	0.94%	1.12%	0.68%	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	7	0.40%	

FREE Service Quality Reports WASHINGTON  
FREE Service Quality Reports WASHINGTON



# Trouble Ticket Report

## August 2007

EXCHANGE	August 07												Trouble Tickets Moved to Lower Index. Goal 4% or below	
	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07		Trouble Tickets
SNOQUALMIE PASS 434	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	3	0.71%
SOUTH BEND	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	13	0.88%
SOUTH PRAIRIE	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	22	1.01%
SPANGLE	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	1	0.20%
SPRAGUE	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	8	1.62%
STARBUCK	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0	0.00%
TIE TON	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	1	0.14%
TWISP	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	12	0.60%
VADER	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	7	0.76%
VASHON	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	39	0.82%
WASHTUCNA	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	3	1.20%
WILBUR	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	9	0.94%
WILSON CREEK	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	4	1.17%
WINTHROP	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	15	0.68%
YACOLT	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	10	0.58%
<b>GRAND TOTAL</b>	<b>1.05%</b>	<b>1.21%</b>	<b>1.06%</b>	<b>1.14%</b>	<b>1.62%</b>	<b>1.52%</b>	<b>1.42%</b>	<b>0.96%</b>	<b>0.87%</b>	<b>0.93%</b>	<b>0.94%</b>	<b>0.98%</b>	<b>1,248</b>	<b>0.78%</b>

# Quality of Service

August 2007

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
11,082	304	0

## (4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - August 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)
705	12	693	681	12
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)
555	0	555	549	6

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	63	63
OCEAN PARK	46	44
CHINOOK	6	6
GIG HARBOR	220	219
FOX ISLAND	5	5
ARLETTA	23	23
MORTON	8	8
MINERAL	6	5
GLENOMA	6	6
RANDLE	19	19
PACKWOOD	20	20
ASHFORD	20	20
YACOLT	26	26
ORTING	69	69
SOUTH PRAIRIE	17	17
CONNELL	20	20
MESA	3	3
BASIN CITY	11	11
ELTOPIA	5	5
MATHEWS CORNER	6	6
KAHLOTUS	6	6
WASHTUCNA	2	2
LIND	3	3
STARBUCK	1	1
EUREKA	2	2
ROYAL CITY	22	22
LOPEZ/SHAW ISLAND	36	36
PUGET ISLAND	10	10
RAYMOND	33	32
RAYMOND/LEBAM	1	1
CATHLAMET	23	22
SOUTH BEND	13	13
OCOSTA	4	4
CURTIS	9	9
PE ELL	14	14
VADER	11	11
LAKEBAY (includes 1302)	84	84
MCCLEARY	18	18
ELMA	45	45
MONTESANO	22	22
KINGSTON	63	63
HANSVILLE	14	14
TWISP	29	29
WINTHROP	20	20

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	31	31
NORTH VASHON	10	10
CHENEY	76	76
E.W.U.	0	0
SPANGLE	7	7
MEDICAL LAKE	35	34
REARDAN	13	13
DAVENPORT	27	27
CRESTON	4	4
HUNTERS/INCHELIUM	31	31
VALLEY	8	8
CHEWELAH	47	46
KETTLE FALLS	39	39
WILBUR	12	12
ODESSA	4	4
HARRINGTON	9	9
ALMIRA	6	6
COULEE CITY	13	13
WILSON CREEK	5	5
NESPELEM	11	11
RITZVILLE-BENGE	22	22
SPRAGUE	5	5
EDWALL-TYLER	10	10
NORTHBEND	76	76
SNOQUALMIE PASS	4	4
FALL CITY	26	26
CARNATION	8	8
SNOQUALMIE RIDGE	88	88
AMES LAKE	2	2
FRIDAY HARBOR	63	63
EAST SOUND	52	52
BLAKELY ISLAND/DECATURE	4	4
FORKS	49	49
NEAH BAY	9	9
BEAVER	4	4
CLALLAM BAY	9	9
CLEARWATER	3	3
PACIFIC BEACH	15	15
LAKE QUINAULT	14	14
HUMPTULIPS	6	6
COWICHE	10	10
TIETON	16	16
RIMROCK	1	1







WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
August 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.