



November 28, 2007

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT - October 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for October 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	Cheney
Mary Taylor	John Fryling
Steve Densley	Ross Skinner

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CENTURYTEL



Trouble Ticket Report

October 2007

EXCHANGE	October 2007												Trouble Tickets Moved to Lower Index. Goal 4% or below	
	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07		Oct 2007 Trouble Tickets
ALMIRA	1.40%	0.70%	0.71%	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	3	0.73%
AMES LAKE	1.34%	3.12%	2.84%	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	6	0.93%
ARLETTA	1.29%	1.93%	1.56%	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	33	1.28%
ASHFORD	1.87%	2.52%	3.46%	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	15	1.42%
BASIN CITY	0.74%	1.48%	1.04%	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	7	1.09%
BEAVER	1.17%	2.84%	1.42%	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	3	0.70%
BLAKELY ISL	0.31%	0.00%	1.28%	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	2	0.63%
CARNATION	1.72%	2.71%	3.17%	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	24	1.55%
CATHLAMET	2.02%	2.38%	1.44%	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	12	0.86%
CHENEY / EWU	0.72%	1.59%	0.56%	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	36	0.80%
CHEWELAH / VALLEY	1.22%	1.12%	1.08%	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	41	0.97%
CHINOOK	1.24%	1.75%	0.51%	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	3	0.77%
CLALLAM BAY	1.20%	1.21%	3.09%	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	6	0.88%
CLEARWATER	0.76%	2.21%	1.50%	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0	0.00%
CONNELL	0.67%	0.20%	0.33%	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	6	0.42%
COULEE CITY	1.79%	1.70%	0.79%	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	8	1.03%
COWICHE	0.51%	1.22%	1.32%	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	9	0.94%
CRESTON	1.50%	1.51%	0.51%	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	2	0.50%
CURTIS	0.60%	1.61%	2.40%	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	8	1.62%
DAVENPORT	1.09%	0.90%	0.80%	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	11	0.55%
EASTSOUND	1.21%	1.32%	1.53%	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	30	0.63%
EDWALL-TYLER	0.73%	1.95%	1.46%	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	4	0.99%
ELMA	1.41%	2.76%	2.54%	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	62	1.58%

ELMA - P:\VEEP\Service Quality Reports\WASHINGTON\Reports for 2007\10\October Trouble Report\2007



Trouble Ticket Report

October 2007

EXCHANGE	Oct 2007												Trouble Tickets Moved to Lower Index. Goal 4% or below				
	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07		Trouble Tickets	% of Trouble Tickets		
EXCHANGE																	
ELTOPIA	1.82%	1.83%	1.11%	0.74%	1.11%	1.11%	0.00%	2.23%	1.11%	0.00%	0.00%	1.48%	0.00%	4	1.48%		
EUREKA	0.94%	0.94%	0.92%	0.93%	0.00%	0.00%	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	0	0.00%		
FALL CITY	1.51%	1.49%	1.28%	2.60%	0.62%	1.44%	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	0.00%	44	1.51%		
FORKS	0.67%	2.00%	1.12%	1.04%	0.25%	0.70%	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.00%	18	0.52%		
FOX ISLAND	1.11%	1.73%	1.34%	0.95%	1.17%	1.67%	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.00%	12	0.90%		
FRIDAY HARBOR	1.52%	2.27%	1.61%	1.38%	0.80%	1.02%	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.00%	50	0.75%		
GIG HARBOR	0.96%	1.28%	1.18%	1.36%	0.87%	0.90%	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.00%	193	0.89%		
GLENOMA	1.48%	2.48%	3.71%	2.72%	3.45%	1.47%	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	0.00%	15	3.70%	2	
HANSVILLE	1.95%	1.90%	1.73%	1.10%	0.41%	0.75%	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.00%	13	0.79%		
HARRINGTON	0.68%	0.23%	1.13%	0.00%	0.46%	1.38%	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.00%	4	0.95%		
HUMPTULIPS	2.82%	3.94%	1.43%	0.86%	1.45%	2.59%	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	0.00%	7	2.02%		
INCHELIUM/HUNTERS	1.02%	0.89%	1.03%	0.75%	0.48%	0.48%	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.00%	4	0.27%		
KAHLOTUS	0.00%	0.50%	1.01%	0.51%	2.02%	1.52%	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	0.00%	2	1.06%		
KETTLE FALLS	1.09%	0.98%	0.79%	0.79%	0.72%	0.72%	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	0.00%	28	1.06%		
KINGSTON	1.57%	1.57%	2.05%	1.67%	0.89%	0.77%	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.00%	32	0.72%		
LAKE QUINAULT	0.82%	2.76%	2.46%	1.64%	0.33%	0.98%	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	0.00%	8	1.33%		
LAKEBAY	1.46%	2.48%	2.31%	2.51%	1.49%	1.40%	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	0.00%	81	1.53%		
LIND	0.82%	0.82%	0.21%	0.62%	0.42%	0.00%	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.00%	1	0.21%		
LONG BEACH	1.10%	2.04%	0.91%	1.31%	0.74%	1.06%	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	0.00%	42	1.06%		
LOPEZ	1.26%	2.14%	1.73%	1.23%	1.48%	1.36%	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	0.00%	40	1.69%		
MATHEWS CORNER	1.50%	1.94%	1.73%	0.43%	0.43%	1.08%	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0	0.00%		
MCCLEARY	1.47%	1.40%	1.25%	1.77%	1.36%	1.18%	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	0.00%	15	1.36%		
MEDICAL LAKE	0.64%	0.84%	0.40%	0.68%	0.62%	0.72%	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.00%	22	0.76%		



Trouble Ticket Report

October 2007

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	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07		Oct 2007 Trouble Tickets
MESA	0.35%	0.00%	0.00%	0.71%	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	3	1.05%
MINERAL	1.88%	2.80%	3.40%	3.38%	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	11	3.35%
MONTESANO	1.06%	1.92%	1.57%	1.51%	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	26	0.79%
MORTON	1.07%	1.78%	2.23%	1.12%	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	17	1.15%
NEAH BAY	1.46%	1.05%	1.36%	1.47%	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	3	0.32%
NESPELEM	1.07%	0.61%	0.61%	1.70%	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	5	0.82%
NORTH BEND 831/888	1.14%	1.39%	1.25%	1.34%	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	55	0.78%
NORTH VASHON	1.74%	2.37%	3.41%	2.06%	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	23	1.96%
OCEAN PARK	0.90%	2.47%	1.79%	1.76%	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	50	1.47%
OCOSTA	0.54%	3.79%	1.37%	1.38%	1.69%	0.86%	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	5	1.55%
ODESSA	1.14%	1.03%	1.74%	1.53%	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	10	1.20%
ORTING	0.94%	1.32%	1.49%	1.34%	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	82	1.44%
PACIFIC BEACH	1.50%	2.20%	1.01%	1.40%	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	11	1.09%
PACKWOOD	0.94%	2.47%	1.35%	1.44%	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	6	0.50%
PE ELL	1.38%	2.25%	2.64%	1.89%	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	12	1.55%
PUGET ISLAND	1.94%	2.90%	1.94%	2.92%	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	3	0.75%
RANDLE	1.15%	2.60%	2.89%	1.85%	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	13	1.32%
RAYMOND-LEBAM	1.36%	1.64%	2.62%	1.96%	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	26	0.92%
REARDAN	1.10%	1.35%	1.61%	1.35%	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	11	0.94%
RIMROCK/WHITEPASS	0.00%	0.34%	1.68%	1.37%	0.34%	0.00%	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	1	0.35%
RITZVILLE-BENGE	0.58%	0.45%	0.32%	0.45%	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	19	1.23%
ROYAL CITY	0.93%	1.55%	0.73%	1.05%	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	15	0.82%
SNOQUALMIE RIDGE 896 P-VEEP Service Quality Reports for 2007 (10) WASHINGTON Reports for 2007 (10) Trouble Report 2007	0.60%	0.94%	1.12%	0.68%	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	3	0.18%



Trouble Ticket Report

October 2007

EXCHANGE	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 2007	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Trouble Tickets		
SNOQUALMIE PASS 434	0.23%	0.91%	0.67%	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	5	1.18%	
SOUTH BEND	1.33%	2.72%	1.91%	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	20	1.36%	
SOUTH PRAIRIE	1.33%	1.67%	3.05%	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	29	1.36%	
SPANGLE	0.77%	1.74%	0.95%	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	4	0.80%	
SPRAGUE	1.02%	1.64%	0.41%	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	3	0.62%	
STARBUCK	0.74%	0.75%	2.27%	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	1	0.74%	
TIETON	0.83%	0.96%	0.96%	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	3	0.42%	
TWISP	0.70%	2.27%	1.11%	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	12	0.60%	
VADER	1.27%	2.24%	2.02%	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	10	1.08%	
VASHON	1.34%	1.13%	3.22%	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	41	0.87%	
WASHTUCNA	1.17%	0.78%	0.00%	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	5	1.99%	
WILBUR	0.62%	0.62%	1.24%	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	8	0.83%	
WILSON CREEK	1.40%	0.84%	0.56%	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	2	0.58%	
WINTHROP	0.80%	0.89%	0.94%	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	18	0.81%	
YACOLT	1.29%	1.18%	1.30%	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	32	1.87%	
GRAND TOTAL	1.06%	1.14%	1.62%	1.52%	1.42%	0.96%	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1,569	1.00%	

Quality of Service

October 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,686	327	8

(4) Installation or Activation of Basic Service

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

(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)
878	11	867	859	8
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)
712	2	710	702	8

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	44	44
OCEAN PARK	29	28
CHINOOK	12	12
GIG HARBOR	203	203
FOX ISLAND	14	14
ARLETTA	23	23
MORTON	21	21
MINERAL	13	13
GLENOMA	5	5
RANDLE	21	21
PACKWOOD	12	12
ASHFORD	15	15
YACOLT	11	11
ORTING	46	46
SOUTH PRAIRIE	27	27
CONNELL	15	15
MESA	2	2
BASIN CITY	3	3
ELTOPIA	3	2
MATHEWS CORNER	4	4
KAHLOTUS	4	4
WASHTUCNA	2	2
LIND	0	0
STARBUCK	2	2
EUREKA	4	4
ROYAL CITY	21	20
LOPEZ/SHAW ISLAND	18	17
PUGET ISLAND	3	3
RAYMOND	23	23
RAYMOND/LEBAM	9	9
CATHLAMET	13	13
SOUTH BEND	15	15
OCOSTA	2	2
CURTIS	5	5
PE ELL	11	11
VADER	10	10
LAKEBAY (includes 1302)	63	63
MCCLEARY	16	16
ELMA	53	53
MONTESANO	18	18
KINGSTON	47	46
HANSVILLE	11	11
TWISP	30	27
WINTHROP	28	28

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	27	26
NORTH VASHON	13	13
CHENEY	80	80
E.W.U.	0	0
SPANGLE	4	4
MEDICAL LAKE	55	55
REARDAN	15	15
DAVENPORT	24	24
CRESTON	8	8
HUNTERS/INCHELIUM	20	20
VALLEY	12	12
CHEWELAH	49	48
KETTLE FALLS	38	38
WILBUR	16	16
ODESSA	7	7
HARRINGTON	3	3
ALMIRA	1	1
COULEE CITY	6	6
WILSON CREEK	0	0
NESPELEM	11	11
RITZVILLE-BENGE	10	10
SPRAGUE	5	5
EDWALL-TYLER	5	5
NORTHBEND	65	64
SNOQUALMIE PASS	8	8
FALL CITY	22	22
CARNATION	18	18
SNOQUALMIE RIDGE	32	32
AMES LAKE	3	3
FRIDAY HARBOR	90	89
EAST SOUND	52	52
BLAKELY ISLAND/DECATURE	8	8
FORKS	58	54
NEAH BAY	6	6
BEAVER	8	8
CLALLAM BAY	5	5
CLEARWATER	9	9
PACIFIC BEACH	13	12
LAKE QUINAULT	8	8
HUMPTULIPS	5	5
COWICHE	16	16
TIETON	13	13
RIMROCK	2	2



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

October 2007

EXCHANGE	TOTAL EXCLUDED	REASON
Glenoma	2	1 @ Natural causes and 1 @ Other Workmen
Mineral	6	6 @ Natural causes



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
October 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.