



December 26, 2007

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

Attention: Kristen Russell  
Robert Williamson


Reference: SERVICE QUALITY PERFORMANCE REPORT - November 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for November 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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COMMUNICATIONS SECTION



# Trouble Ticket Report

## November 2007

EXCHANGE	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 2007		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
ALMIRA	0.70%	0.71%	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	5	1.21%	
AMES LAKE	3.12%	2.84%	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	6	0.93%	
ARLETTA	1.93%	1.56%	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	17	0.67%	
ASHFORD	2.52%	3.46%	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	15	1.43%	
BASIN CITY	1.48%	1.04%	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	7	1.10%	
BEAVER	2.84%	1.42%	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	2	0.47%	
BLAKELY ISL	0.00%	1.28%	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	2	0.63%	
CARNATION	2.71%	3.17%	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	20	1.29%	
CATHLAMET	2.38%	1.44%	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	16	1.16%	
CHENEY / EWU	1.59%	0.56%	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	22	0.49%	
CHEWELAH / VALLEY	1.12%	1.08%	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	38	0.90%	
CHINOOK	1.75%	0.51%	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	1	0.25%	
CLALLAM BAY	1.21%	3.09%	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	12	1.78%	
CLEARWATER	2.21%	1.50%	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	2	1.46%	
CONNELL	0.20%	0.33%	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	1	0.07%	
COULÉE CITY	1.70%	0.79%	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	3	0.39%	
COWICHE	1.22%	1.32%	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	5	0.52%	
CRESTON	1.51%	0.51%	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	1	0.25%	
CURTIS	1.61%	2.40%	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	8	1.62%	
DAVENPORT	0.90%	0.80%	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	21	1.06%	
EASTSOUND	1.32%	1.53%	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	32	0.68%	
EDWALL-TYLER	1.95%	1.46%	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	11	2.74%	
ELMA	2.79%	2.54%	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	38	0.97%	

2.79% 2.54% 2.48% 1.37% 1.35% 1.21% 0.77% 0.87% 0.98% 1.04% 0.76% 1.58% 38 0.97%

Private Service Quality Reports WASHINGTON FROM Reports for 2007 11 November Trouble Report 2007



# Trouble Ticket Report

## November 2007

EXCHANGE	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 2007	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 2007	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
EL TOPIA	1.83%	1.11%	0.74%	1.11%	1.11%	0.00%	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	1	0.36%	
EUREKA	0.94%	0.92%	0.93%	0.00%	0.00%	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	4	1.30%	
FALL CITY	1.49%	1.28%	2.60%	0.62%	1.44%	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	30	1.04%	
FORKS	2.00%	1.12%	1.04%	0.25%	0.70%	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	17	0.49%	
FOX ISLAND	1.73%	1.34%	0.95%	1.17%	1.67%	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	10	0.76%	
FRIDAY HARBOR	2.27%	1.61%	1.38%	0.80%	1.02%	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	52	0.79%	
GIG HARBOR	1.28%	1.18%	1.36%	0.87%	0.90%	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	134	0.62%	
GLENOMA	2.48%	3.71%	2.72%	3.45%	1.47%	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	10	2.48%	
HANSVILLE	1.90%	1.73%	1.10%	0.41%	0.75%	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	4	0.24%	
HARRINGTON	0.23%	1.13%	0.00%	0.46%	1.38%	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	4	0.97%	
HUMPTULIPS	3.94%	1.43%	0.86%	1.45%	2.59%	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	1	0.29%	
INCHELIUM/HUNTERS	0.89%	1.03%	0.75%	0.48%	0.48%	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	11	0.75%	
KAHLOTUS	0.50%	1.01%	0.51%	2.02%	1.52%	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	1	0.54%	
KETTLE FALLS	0.98%	0.79%	0.79%	0.72%	0.72%	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	22	0.84%	
KINGSTON	1.57%	2.05%	1.67%	0.89%	0.77%	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	37	0.84%	
LAKE QUINAULT	2.76%	2.46%	1.64%	0.33%	0.98%	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	4	0.67%	
LAKEBAY	2.48%	2.31%	2.51%	1.49%	1.40%	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	60	1.13%	
LIND	0.82%	0.21%	0.62%	0.42%	0.00%	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	3	0.64%	
LONG BEACH	2.04%	0.91%	1.31%	0.74%	1.06%	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	32	0.81%	
LOPEZ	2.14%	1.73%	1.23%	1.48%	1.36%	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	21	0.89%	
MATHEWS CORNER	1.94%	1.73%	0.43%	0.43%	1.08%	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	4	0.90%	
MCCLARY	1.40%	1.25%	1.77%	1.36%	1.18%	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	17	1.56%	
MEDICAL LAKE	0.84%	0.40%	0.68%	0.62%	0.72%	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	17	0.59%	

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# Trouble Ticket Report

## November 2007

EXCHANGE	November 2007												Nov 2007		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Trouble Tickets	% of Trouble Tickets	
MESA	0.00%	0.00%	0.71%	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0	0.00%	
MINERAL	2.80%	3.40%	3.38%	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	4	1.23%	
MONTESANO	1.92%	1.57%	1.51%	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	18	0.55%	
MORTON	1.78%	2.23%	1.12%	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	18	1.21%	
NEAH BAY	1.05%	1.36%	1.47%	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	7	0.74%	
NESPELEM	0.61%	0.61%	1.70%	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	5	0.81%	
NORTH BEND 831/888	1.39%	1.25%	1.34%	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	31	0.44%	
NORTH VASHON	2.37%	3.41%	2.06%	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	13	1.11%	
OCEAN PARK	2.47%	1.79%	1.76%	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	38	1.12%	
O COSTA	3.79%	1.37%	1.38%	1.69%	0.86%	2.03%	0.58%	0.88%	1.04%	0.30%	0.92%	1.55%	4	1.25%	
ODESSA	1.03%	1.74%	1.53%	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	4	0.49%	
ORTING	1.32%	1.49%	1.34%	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	47	0.83%	
PACIFIC BEACH	2.20%	1.01%	1.40%	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	11	1.09%	
PACKWOOD	2.47%	1.35%	1.44%	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	5	0.43%	
PE ELL	2.25%	2.64%	1.89%	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	11	1.41%	
PUGET ISLAND	2.90%	1.94%	2.92%	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	1	0.25%	
RANDLE	2.60%	2.89%	1.85%	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	10	1.01%	
RAYMOND-LEBAM	1.64%	2.62%	1.96%	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	25	0.88%	
REARDAN	1.35%	1.61%	1.35%	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	5	0.42%	
RIMROCK/WHITEPASS	0.34%	1.68%	1.37%	0.34%	0.00%	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	0.35%	0	0.00%	
RITZVILLE-BENGE	0.45%	0.32%	0.45%	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	15	0.98%	
ROYAL CITY	1.55%	0.73%	1.05%	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	11	0.60%	
SNOQUALMIE RIDGE 396 PACIFIC SERVICE QUALITY REPORTS WASHINGTON FOR 2007 (November Trouble Report 2007)	0.94%	1.12%	0.68%	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	2	0.12%	



# Trouble Ticket Report

## November 2007

	November 2007												Nov 2007		Trouble Tickets Moved to Lower Index: Goal 4% or below		
	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Trouble Tickets	% of Trouble Tickets			
EXCHANGE																	
SNOQUALMIE PASS 434	0.91%	0.67%	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	7	1.62%			
SOUTH BEND	2.72%	1.91%	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	16	1.09%			
SOUTH PRAIRIE	1.67%	3.05%	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	15	0.70%			
SPANGLE	1.74%	0.95%	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	1	0.20%			
SPRAGUE	1.64%	0.41%	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	2	0.42%			
STARBUCK	0.75%	2.27%	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	4	3.05%			
TIETON	0.96%	0.96%	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	5	0.70%			
TWISP	2.27%	1.11%	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	15	0.75%			
VADER	2.24%	2.02%	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	10	1.09%			
VASHON	1.13%	3.22%	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	32	0.69%			
WASHTUCNA	0.78%	0.00%	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	2	0.80%			
WILBUR	0.62%	1.24%	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	7	0.73%			
WILSON CREEK	0.84%	0.56%	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	5	1.47%			
WINTHROP	0.89%	0.94%	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	10	0.45%			
YACOLT	1.18%	1.30%	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	12	0.70%			
<b>GRAND TOTAL</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>0.78%</b>	<b>0.69%</b>	<b>1.00%</b>	<b>1,209</b>	<b>0.77%</b>			

# Quality of Service

November 2007

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,151	228	0

## (4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - November 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)
653	9	644	639	5
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)
584	2	582	574	8

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	48	47
OCEAN PARK	26	24
CHINOOK	5	5
GIG HARBOR	134	134
FOX ISLAND	9	9
ARLETTA	17	17
MORTON	22	22
MINERAL	2	1
GLENOMA	2	2
RANDLE	12	12
PACKWOOD	10	10
ASHFORD	12	11
YACOLT	8	8
ORTING	48	48
SOUTH PRAIRIE	23	23
CONNELL	24	24
MESA	3	3
BASIN CITY	9	9
ELTOPIA	7	7
MATHEWS CORNER	4	4
KAHLOTUS	0	0
WASHTUCNA	1	1
LIND	9	9
STARBUCK	0	0
EUREKA	7	7
ROYAL CITY	28	28
LOPEZ/SHAW ISLAND	14	14
PUGET ISLAND	3	3
RAYMOND	11	11
RAYMOND/LEBAM	8	8
CATHLAMET	6	6
SOUTH BEND	12	12
OCOSTA	4	4
CURTIS	8	8
PE ELL	9	9
VADER	10	10
LAKEBAY (includes 1302)	69	69
MCCLEARY	12	12
ELMA	53	52
MONTESANO	26	26
KINGSTON	46	46
HANSVILLE	5	5
TWISP	25	25
WINTHROP	31	31

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	35	34
NORTH VASHON	16	16
CHENEY	57	56
E.W.U.	0	0
SPANGLE	2	2
MEDICAL LAKE	47	47
REARDAN	10	10
DAVENPORT	26	26
CRESTON	4	2
HUNTERS/INCHELIUM VALLEY	28	28
CHEWELAH	8	8
KETTLE FALLS	44	43
WILBUR	28	27
ODESSA	4	4
HARRINGTON	9	9
ALMIRA	3	3
COULEE CITY	4	4
WILSON CREEK	8	8
NESPELEM	0	0
RITZVILLE-BENGE	13	13
SPRAGUE	14	14
EDWALL-TYLER	6	6
NORTHBEND	3	3
SNOQUALMIE PASS	45	45
FALL CITY	12	12
CARNATION	22	22
SNOQUALMIE RIDGE	10	10
AMES LAKE	23	23
FRIDAY HARBOR	2	2
EAST SOUND	55	55
BLAKELY ISLAND/DECATURE	44	43
FORKS	4	4
NEAH BAY	44	43
BEAVER	6	6
CLALLAM BAY	5	5
CLEARWATER	10	10
PACIFIC BEACH	7	7
LAKE QUINAULT	7	7
HUMPTULIPS	7	7
COWICHE	3	3
TIETON	13	13
RIMROCK	16	16
	1	1







WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
November 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.