



RECEIVED

JAN 31 2008

WASH. UT. & TP. COMM

January 28, 2008

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT - December 2007

Dear Ms. Russell:

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

RECEIVED
RECORDS MANAGEMENT
2008 JAN 31 AM 9:05
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Trouble Ticket Report

December 2007

EXCHANGE	December 2007												Dec 2007 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07			
ALMIRA	0.71%	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	6	1.46%	
AMES LAKE	2.84%	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	0.93%	12	1.86%	
ARLETTA	1.56%	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	18	0.71%	
ASHFORD	3.46%	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	11	1.05%	
BASIN CITY	1.04%	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	4	0.63%	
BEAVER	1.42%	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	6	1.41%	
BLAKELY ISL	1.28%	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	3	0.93%	
CARNATION	3.17%	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	24	1.56%	
CATHLAMET	1.44%	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	23	1.67%	
CHENEY / EWU	0.56%	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	23	0.51%	
CHEWELAH / VALLEY	1.08%	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	69	1.63%	
CHINOOK	0.51%	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	6	1.50%	
CLALLAM BAY	3.09%	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	8	1.19%	
CLEARWATER	1.50%	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0	0.00%	
CONNELL	0.33%	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	4	0.28%	
COULBE CITY	0.79%	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	1	0.13%	
COWICHE	1.32%	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	8	0.84%	
CRESTON	0.51%	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	3	0.74%	
CURTIS	2.40%	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	8	1.67%	
DAVENPORT	0.80%	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	22	1.11%	
EASTSOUND	1.53%	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	36	0.77%	
EDWALL-TYLER	1.46%	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	4	1.01%	
ELMA	2.54%	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	0.97%	68	1.74%	

254% 248% 137% 135% 121% 077% 087% 098% 104% 076% 158% 097% 68 174%
Private Service Quality Reports WASHINGTON STATE TROUBLE TICKETS REPORTS FOR 2007
 December 2007



Trouble Ticket Report

December 2007

EXCHANGE	December 2007												Dec 2007 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07			
ELTOPIA	1.11%	0.74%	1.11%	1.11%	0.00%	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	0.36%	5	1.84%	
EUREKA	0.92%	0.93%	0.00%	0.00%	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	1.30%	4	1.30%	
FALL CITY	1.28%	2.60%	0.62%	1.44%	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	1.04%	39	1.36%	
FORKS	1.12%	1.04%	0.25%	0.70%	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	0.49%	24	0.69%	
FOX ISLAND	1.34%	0.95%	1.17%	1.67%	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	0.76%	10	0.76%	
FRIDAY HARBOR	1.61%	1.38%	0.80%	1.02%	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	0.79%	57	0.86%	
GIG HARBOR	1.18%	1.36%	0.87%	0.90%	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	0.62%	161	0.75%	
GLENOMA	3.71%	2.72%	3.45%	1.47%	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	2.48%	11	2.76%	5
HANNSVILLE	1.73%	1.10%	0.41%	0.75%	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	0.24%	19	1.17%	
HARRINGTON	1.13%	0.00%	0.46%	1.38%	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	0.97%	4	0.97%	
HUMPTULIPS	1.43%	0.86%	1.45%	2.59%	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	0.29%	21	6.14%	5
INCHELUM/HUNTERS	1.03%	0.75%	0.48%	0.48%	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	0.75%	6	0.41%	
KAHLOTUS	1.01%	0.51%	2.02%	1.52%	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	0.54%	0	0.00%	
KETTLE FALLS	0.79%	0.79%	0.72%	0.72%	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	0.84%	23	0.88%	
KINGSTON	2.05%	1.67%	0.89%	0.77%	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	0.84%	37	0.84%	
LAKE QUINAULT	2.46%	1.64%	0.33%	0.98%	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	0.67%	12	2.03%	
LAKEBAY	2.31%	2.51%	1.49%	1.40%	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	1.13%	81	1.53%	
LIND	0.21%	0.62%	0.42%	0.00%	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	0.64%	2	0.43%	
LONG BEACH	0.91%	1.31%	0.74%	1.06%	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	0.81%	22	0.56%	
LOPEZ	1.73%	1.23%	1.48%	1.36%	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	0.89%	24	1.01%	
MATHEWS CORNER	1.73%	0.43%	0.43%	1.08%	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0.90%	2	0.46%	
MCCLEARY	1.25%	1.77%	1.36%	1.18%	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	1.56%	13	1.20%	
MEDICAL LAKE PREP Service Quality Reports WASHINGTON TRON Reports for 2007 13 December Trouble Report 2007	0.40%	0.63%	0.62%	0.72%	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	0.59%	27	0.94%	



Trouble Ticket Report

December 2007

EXCHANGE	December 2007												Dec 2007 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07			
MESA	0.00%	0.71%	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0.00%	1	0.35%	
MINERAL	3.40%	3.38%	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	1.23%	9	2.78%	
MONTESANO	1.57%	1.51%	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	0.55%	59	1.80%	
MORTON	2.23%	1.12%	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	1.21%	16	1.08%	
NEAH BAY	1.36%	1.47%	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	0.74%	2	0.21%	
NESPELEM	0.61%	1.70%	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	0.81%	4	0.65%	
NORTH BEND 891/888	1.25%	1.34%	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	0.44%	33	0.47%	
NORTH VASHON	3.41%	2.06%	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	1.11%	15	1.28%	
OCEAN PARK	1.79%	1.76%	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	1.12%	29	0.86%	
OCOSTA	1.37%	1.38%	1.69%	0.86%	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	1.55%	1.25%	8	2.52%	
ODESSA	1.74%	1.53%	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	0.49%	5	0.62%	
ORTING	1.49%	1.34%	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	0.83%	47	0.83%	
PACIFIC BEACH	1.01%	1.40%	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	1.09%	11	1.09%	
PACKWOOD	1.35%	1.44%	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	0.43%	10	0.85%	
PE BLL	2.64%	1.89%	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	1.41%	11	1.45%	
PUGET ISLAND	1.94%	2.92%	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	0.25%	5	1.26%	
RANDLE	2.89%	1.85%	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	1.01%	11	1.11%	
RAYMOND-LEBAM	2.62%	1.96%	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	0.88%	29	1.02%	
REARDAN	1.61%	1.35%	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	0.42%	11	0.93%	
RIMROCK/WHITEPASS	1.68%	1.37%	0.34%	0.00%	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	0.35%	0.00%	1	0.35%	
RITZVILLE-BENGE	0.32%	0.45%	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	0.98%	12	0.79%	
ROYAL CITY	0.73%	1.05%	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	0.60%	10	0.55%	
SNOQUALMIE RIDGE 996 PLATEAU PACIFIC SERVICE QUANTITY REPORT	1.12%	0.68%	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	0.12%	3	0.18%	

WASHINGTON TROUBLE TICKETS REPORT FOR 2007
December Trouble Report 2007



Trouble Ticket Report

December 2007

EXCHANGE	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 2007	
													Trouble Tickets	% of Trouble Tickets
SNOQUALMIE PASS 434	0.67%	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	2	0.46%
SOUTH BEND	1.91%	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	31	2.13%
SOUTH PRAIRIE	3.05%	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	51	2.40%
SPANGLLE	0.95%	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	17	3.43%
SPRAGUE	0.41%	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	2	0.42%
STARBUCK	2.27%	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	1	0.76%
TJETON	0.96%	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	3	0.42%
TWISP	1.11%	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	8	0.40%
VADER	2.02%	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	13	1.42%
VASHON	3.22%	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	42	0.91%
WASHTUONA	0.00%	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0	0.00%
WILBUR	1.24%	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	7	0.73%
WILSON CREEK	0.56%	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	8	2.40%
WINTHROP	0.94%	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	6	0.27%
YACOLT	1.30%	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	12	0.71%
GRAND TOTAL	1.62%	1.52%	1.42%	0.96%	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	1,516	0.97%

Quality of Service

December 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,654	265	10

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - December 2007	
Quarterly Report:	See Attachment B - 4th Qtr 2007	
Bi-Annual Report	See Attachment C - Bi Annual December 2007	

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
------------------	------

(7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

(8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

(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)
969	98	871	830	41
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)
688	33	655	635	20

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	44	44
OCEAN PARK	28	28
CHINOOK	8	8
GIG HARBOR	131	131
FOX ISLAND	7	7
ARLETTA	11	11
MORTON	19	19
MINERAL	5	5
GLENOMA	4	4
RANDLE	11	11
PACKWOOD	13	12
ASHFORD	9	9
YACOLT	15	15
ORTING	47	47
SOUTH PRAIRIE	17	17
CONNELL	15	15
MESA	2	2
BASIN CITY	7	7
ELTOPIA	2	2
MATHEWS CORNER	4	4
KAHLOTUS	1	1
WASHTUCNA	0	0
LIND	4	4
STARBUCK	2	2
EUREKA	4	4
ROYAL CITY	19	19
LOPEZ/SHAW ISLAND	13	13
PUGET ISLAND	4	2
RAYMOND	17	17
RAYMOND/LEBAM	14	14
CATHLAMET	12	12
SOUTH BEND	15	15
OCOSTA	3	3
CURTIS	10	10
PE ELL	12	12
VADER	13	13
LAKEBAY (includes 1302)	40	40
MCCLEARY	15	15
ELMA	34	34
MONTESANO	29	29
KINGSTON	36	36
HANSVILLE	7	7
TWISP	11	11
WINTHROP	22	22

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	19	19
NORTH VASHON	11	11
CHENEY	44	43
E.W.U.	0	0
SPANGLE	5	5
MEDICAL LAKE	28	28
REARDAN	5	5
DAVENPORT	18	18
CRESTON	7	7
HUNTERS/INCHELIUM	9	9
VALLEY	2	2
CHEWELAH	38	38
KETTLE FALLS	21	21
WILBUR	4	4
ODESSA	5	5
HARRINGTON	2	2
ALMIRA	1	1
COULEE CITY	6	6
WILSON CREEK	0	0
NESPELEM	15	15
RITZVILLE-BENGE	12	12
SPRAGUE	2	2
EDWALL-TYLER	2	2
NORTHBEND	41	40
SNOQUALMIE PASS	7	7
FALL CITY	11	11
CARNATION	5	5
SNOQUALMIE RIDGE	13	13
AMES LAKE	3	3
FRIDAY HARBOR	69	69
EAST SOUND	38	38
BLAKELY ISLAND/DECATURE	6	6
FORKS	33	33
NEAH BAY	3	3
BEAVER	2	2
CLALLAM BAY	6	6
CLEARWATER	4	4
PACIFIC BEACH	10	10
LAKE QUINAULT	6	6
HUMPTULIPS	3	3
COWICHE	12	12
TIETON	11	11
RIMROCK	2	2

**(4) Installation or Activation of Basic Service
Attachment B for 4th Qtr 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 Days or Less
LONG BEACH	44	44
OCEAN PARK	28	28
CHINOOK	8	8
GIG HARBOR	131	131
FOX ISLAND	7	7
ARLETTA	11	11
MORTON	19	19
MINERAL	5	5
GLENOMA	4	4
RANDLE	11	11
PACKWOOD	13	13
ASHFORD	9	9
YACOLT	15	15
ORTING	47	47
SOUTH PRAIRIE	17	17
CONNELL	15	15
MESA	2	2
BASIN CITY	7	7
ELTOPIA	2	2
MATHEWS CORNER	4	4
KAHLOTUS	1	1
WASHTUCNA	0	0
LIND	4	4
STARBUCK	2	2
EUREKA	4	4
ROYAL CITY	19	19
LOPEZ/SHAW ISLAND	13	13
PUGET ISLAND	4	4
RAYMOND	17	17
RAYMOND/LEBAM	14	14
CATHLAMET	12	12
SOUTH BEND	15	15
OCOSTA	3	3
CURTIS	10	10
PE ELL	12	12
VADER	13	13
LAKEBAY (includes 1302)	40	40
MCCLEARY	15	15
ELMA	34	34
MONTESANO	29	29
KINGSTON	36	36
HANSVILLE	7	7
TWISP	11	11
WINTHROP	22	21
VASHON	19	19
NORTH VASHON	11	11
CHENEY	44	44

**(4) Installation or Activation of Basic Service
Attachment B for 4th Qtr 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 Days or Less
E.W.U.	0	0
SPANGLE	5	5
MEDICAL LAKE	28	28
REARDAN	5	5
DAVENPORT	18	18
CRESTON	7	7
HUNTERS/INCHELIUM	9	9
VALLEY	2	2
CHEWELAH	38	38
KETTLE FALLS	21	21
WILBUR	4	4
ODESSA	5	5
HARRINGTON	2	2
ALMIRA	1	1
COULEE CITY	6	6
WILSON CREEK	0	0
NESPELEM	15	15
RITZVILLE-BENGE	12	12
SPRAGUE	2	2
EDWALL-TYLER	2	2
NORTHBEND	41	41
SNOQUALMIE PASS	7	7
FALL CITY	11	11
CARNATION	5	5
SNOQUALMIE RIDGE	13	13
AMES LAKE	3	3
FRIDAY HARBOR	69	69
EAST SOUND	38	38
BLAKELY ISLAND/DECATURE	6	6
FORKS	33	33
NEAH BAY	3	3
BEAVER	2	2
CLALLAM BAY	6	6
CLEARWATER	4	4
PACIFIC BEACH	10	10
LAKE QUINAULT	6	6
HUMPTULIPS	3	3
COWICHE	12	12
TIETON	11	11
RIMROCK	2	2

(4) Installation or Activation of Basic Service
Attachment C - Bi-Annual December 2007

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	180 Days or Less
LONG BEACH	44	44
OCEAN PARK	28	28
CHINOOK	8	8
GIG HARBOR	131	131
FOX ISLAND	7	7
ARLETTA	11	11
MORTON	19	19
MINERAL	5	5
GLENOMA	4	4
RANDLE	11	11
PACKWOOD	13	13
ASHFORD	9	9
YACOLT	15	15
ORTING	47	47
SOUTH PRAIRIE	17	17
CONNELL	15	15
MESA	2	2
BASIN CITY	7	7
ELTOPIA	2	2
MATHEWS CORNER	4	4
KAHLOTUS	1	1
WASHTUCNA	0	0
LIND	4	4
STARBUCK	2	2
EUREKA	4	4
ROYAL CITY	19	19
LOPEZ/SHAW ISLAND	13	13
PUGET ISLAND	4	4
RAYMOND	17	17
RAYMOND/LEBAM	14	14
CATHLAMET	12	12
SOUTH BEND	15	15
OCOSTA	3	3
CURTIS	10	10
PE ELL	12	12
VADER	13	13
LAKEBAY	40	40
MCCLEARY	15	15
ELMA	34	34
MONTESANO	29	29
KINGSTON	36	36
HANSVILLE	7	7
TWISP	11	11
WINTHROP	22	22
VASHON	19	19
NORTH VASHON	11	11
CHENEY	44	44

**(4) Installation or Activation of Basic Service
Attachment C - Bi-Annual December 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	180 Days or Less
E.W.U.	0	0
SPANGLE	5	5
MEDICAL LAKE	28	28
REARDAN	5	5
DAVENPORT	18	18
CRESTON	7	7
HUNTERS/INCHELIUM	9	9
VALLEY	2	2
CHEWELAH	38	38
KETTLE FALLS	21	21
WILBUR	4	4
ODESSA	5	5
HARRINGTON	2	2
ALMIRA	1	1
COULEE CITY	6	6
WILSON CREEK	0	0
NESPELEM	15	15
RITZVILLE-BENGE	12	12
SPRAGUE	2	2
EDWALL-TYLER	2	2
NORTHBEND	41	41
SNOQUALMIE PASS	7	7
FALL CITY	11	11
CARNATION	5	5
SNOQUALMIE RIDGE	13	13
AMES LAKE	3	3
FRIDAY HARBOR	69	69
EAST SOUND	38	38
BLAKELY ISLAND/DECATURE	6	6
FORKS	33	33
NEAH BAY	3	3
BEAVER	2	2
CLALLAM BAY	6	6
CLEARWATER	4	4
PACIFIC BEACH	10	10
LAKE QUINAULT	6	6
HUMPTULIPS	3	3
COWICHE	12	12
TIETON	11	11
RIMROCK	2	2



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

December 2007

EXCHANGE	TOTAL EXCLUDED	REASON
Glenoma	5	3 for Natural Causes; 1 for No Trouble Found; and 1 for Customer Responsibility
Humptulips	5	4 for Natural Causes; 1 for No Trouble Found



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
December 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.
Humptulips	December 2007	21 - Commercial power failure that lasted hours