

2008 MAR -3 AM 9:01

STATE OF WASH.
UTIL. & TRANSP.
COMMISSION

CENTURYTEL

February 25, 2008

RECEIVED
MAR 03 2008
WASH. UT. & TRANSP. COM.

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

Attention: Kristen Russell
Robert Williamson

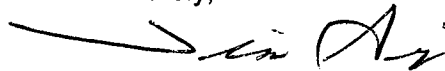
Reference: SERVICE QUALITY PERFORMANCE REPORT – January 2008

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for January 2008. 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	John Fryling
Mary Taylor	Gig Harbor
Steve Densley	Ross Skinner



Trouble Ticket Report

January 2008

EXCHANGE	Jan 2008												Trouble Tickets Moved to Lower Index. Goal 4% or below	
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07		Trouble Tickets
ALMIRA	0.95%	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	6	1.47%
AMES LAKE	2.69%	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	0.93%	1.86%	6	0.93%
ARLETTA	1.58%	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	21	0.84%
ASHFORD	3.57%	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	26	2.48%
BASIN CITY	1.20%	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	9	1.44%
BEAVER	1.66%	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	2	0.47%
BLAKELY ISL	0.64%	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	2	0.61%
CARNATION	1.53%	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	18	1.18%
CATHLAMET	1.88%	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	18	1.31%
CHENEY / EWU	0.62%	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	36	0.80%
CHEWELAH / VALLEY	0.94%	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	49	1.17%
CHINOOK	2.04%	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	8	1.97%
CLALLAM BAY	1.89%	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	5	0.75%
CLEARWATER	2.29%	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	1	0.70%
CONNELL	0.61%	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	9	0.64%
COULTEE CITY	0.78%	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	6	0.78%
COWICHE	0.51%	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	3	0.32%
CRESTON	1.02%	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	2	0.50%
CURTIS	1.63%	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	19	4.10%
DAVENPORT	0.95%	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	9	0.45%
EASTSOUND	0.92%	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	50	1.07%
EDWALL-TYLER	0.97%	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	12	3.02%
ELMA	2.48%	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	0.97%	1.74%	64	1.65%

2.48% P-Value Service Quality Reports WASHINGS
 1.37% TONK Reports for 2008
 1.35% January
 1.21% Trouble Report 2008



Trouble Ticket Report

January 2008

	Jan 2008												Jan 2008 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07			
EXCHANGE	0.71%	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0.00%	0.35%	1	0.35%	
MESA	3.38%	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	1.23%	2.78%	6	1.85%	
MINERAL	1.51%	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	0.55%	1.80%	27	0.83%	
MONTESANO	1.12%	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	1.21%	1.08%	16	1.08%	
MORTON	1.47%	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	0.74%	0.21%	3	0.32%	
NEAH BAY	1.70%	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	0.81%	0.65%	14	2.24%	
NESPELEM	1.34%	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	0.44%	0.47%	37	0.54%	
NORTH BEND 831/888	2.06%	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	1.11%	1.28%	12	1.04%	
NORTH VASHON	1.76%	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	1.12%	0.86%	53	1.57%	
OCEAN PARK	1.38%	1.69%	0.86%	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	1.55%	1.25%	2.52%	8	2.51%	
OCOSTA	1.53%	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	0.49%	0.62%	8	0.99%	
ODESSA	1.34%	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	0.83%	0.83%	60	1.08%	
ORTING	1.40%	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	1.09%	1.09%	9	0.89%	
PACIFIC BEACH	1.44%	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	0.43%	0.85%	7	0.60%	
PACKWOOD	1.89%	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	1.41%	1.45%	13	1.72%	
PE BLL	2.92%	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	0.25%	1.26%	7	1.78%	
PUGET ISLAND	1.85%	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	1.01%	1.11%	12	1.21%	
RANDLE	1.96%	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	0.88%	1.02%	29	1.03%	
RAYMOND-LBAM	1.35%	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	0.42%	0.93%	22	1.87%	
REARDAN	0.34%	0.00%	0.34%	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	0.35%	0.00%	0.35%	1	0.35%	
RIMROCK/WHITEPASS	0.45%	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	0.98%	0.79%	8	0.53%	
RITZVILLE-BENGE	1.05%	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	0.60%	0.55%	8	0.44%	
ROYAL CITY	0.68%	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	0.12%	0.18%	4	0.26%	

SNOQUALMIE RIDGE 396
 PLYMOUTH SERVICE QUALITY REPORTS WASHINGTON
 TROUBLE TICKETS REPORTS FOR 2008
 January Trouble Report 2008



Trouble Ticket Report

January 2008

EXCHANGE	Jan 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07			
SNOQUALMIE PASS 434	0.68%	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	2	0.46%	
SOUTH BEND	1.54%	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	23	1.58%	
SOUTH PRAIRIE	2.00%	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	19	0.91%	
SPANGLER	0.58%	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	8	1.63%	
SPRAGUE	0.21%	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	2	0.42%	
STARBUCK	1.47%	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	1	0.76%	
TIETON	1.23%	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	3	0.42%	
TWISP	1.27%	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	13	0.65%	
VADER	1.62%	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	13	1.42%	
VASHON	2.16%	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	40	0.87%	
WASHTUCNA	0.78%	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	1	0.41%	
WILBUR	1.55%	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	4	0.42%	
WILSON CREEK	0.85%	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	4	1.20%	
WINTHROP	0.90%	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	15	0.68%	
YACOLT	1.36%	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	11	0.65%	
GRAND TOTAL	1.52%	1.42%	0.96%	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	1,449	0.93%	

Quality of Service

January 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
12,348	401	18

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - January 2008	
Quarterly Report:		
Bi-Annual 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)
825	7	818	787	31
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)
658	9	649	633	16

**(4) Installation or Activation of Basic Service
Attachment A for January 2008**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	50	1
OCEAN PARK	39	0
CHINOOK	11	0
GIG HARBOR	138	0
FOX ISLAND	4	0
ARLETTA	12	0
MORTON	17	0
MINERAL	7	0
GLENOMA	5	0
RANDLE	19	0
PACKWOOD	14	0
ASHFORD	16	0
YACOLT	17	0
ORTING	49	0
SOUTH PRAIRIE	21	0
CONNELL	9	0
MESA	4	0
BASIN CITY	7	0
ELTOPIA	2	0
MATHEWS CORNER	5	0
KAHLOTUS	1	0
WASHTUCNA	3	0
LIND	1	0
STARBUCK	2	0
EUREKA	2	1
ROYAL CITY	23	0
LOPEZ/SHAW ISLAND	15	0
PUGET ISLAND	4	0
RAYMOND	19	0
RAYMOND/LEBAM	16	0
CATHLAMET	13	0
SOUTH BEND	24	0
OCOSTA	6	0
CURTIS	11	0
PE ELL	12	0
VADER	13	0
LAKEBAY (includes 1302)	56	0
MCCLEARY	19	0
ELMA	31	0
MONTESANO	33	0
KINGSTON	41	0
HANSVILLE	9	0
TWISP	20	0
WINTHROP	8	0

**(4) Installation or Activation of Basic Service
Attachment A for January 2008**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
VASHON	26	0
NORTH VASHON	10	0
CHENEY	45	1
E.W.U.	0	0
SPANGLE	4	0
MEDICAL LAKE	23	1
REARDAN	11	0
DAVENPORT	18	0
CRESTON	0	0
HUNTERS/INCHELIUM	11	0
VALLEY	5	0
CHEWELAH	29	0
KETTLE FALLS	19	0
WILBUR	4	0
ODESSA	6	0
HARRINGTON	1	0
ALMIRA	0	0
COULEE CITY	5	0
WILSON CREEK	1	0
NESPELEM	22	0
RITZVILLE-BENGE	13	0
SPRAGUE	10	0
EDWALL-TYLER	2	0
NORTHBEND	46	0
SNOQUALMIE PASS	2	0
FALL CITY	11	0
CARNATION	13	0
SNOQUALMIE RIDGE	11	0
AMES LAKE	2	0
FRIDAY HARBOR	59	0
EAST SOUND	40	0
BLAKELY ISLAND/DECATURE	9	0
FORKS	39	0
NEAH BAY	8	0
BEAVER	4	0
CLALLAM BAY	4	0
CLEARWATER	4	0
PACIFIC BEACH	14	0
LAKE QUINAULT	10	0
HUMPTULIPS	1	0
COWICHE	9	0
TIETON	11	0
RIMROCK	2	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
January 2008

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
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
Curtis	January 2008	19 - some facilities/homes still flooded after December storm

