



March 20, 2008

RECEIVED
MAR 26 2008
WASH. UT. & TP. COMM

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – February 2008

Dear Ms. Russell:

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

February 2008

EXCHANGE	February 2008												Feb 2008		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Trouble Tickets	% of Trouble Tickets	
ALMIRA	2.40%	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	4	0.98%	
AMES LAKE	0.88%	0.89%	1.80%	1.20%	1.82%	0.77%	0.62%	0.62%	0.93%	0.93%	1.86%	0.93%	4	0.62%	
ARLETTA	1.18%	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	19	0.77%	
ASHFORD	1.69%	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	9	0.87%	
BASIN CITY	0.76%	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	2	0.32%	
BEAVER	0.96%	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0	0.00%	
BLAKELY ISL	0.32%	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	2	0.60%	
CARNATION	0.56%	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	10	0.66%	
CATHLAMET	1.45%	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	11	0.80%	
CHENEY / EWU	0.39%	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	49	1.09%	
CHEWELAH / VALLEY	0.42%	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	77	1.84%	
CHINOOK	0.77%	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	8	1.98%	
CLALLAM BAY	1.08%	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	3	0.45%	
CLEARWATER	0.76%	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0	0.00%	
CONNELL	0.34%	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	4	0.28%	
COULÉE CITY	0.78%	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	10	1.31%	
COWICHE	0.31%	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	2	0.21%	
CRESTON	1.28%	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	5	1.27%	
CURTIS	1.21%	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	8	1.74%	
DAVENPORT	1.35%	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	19	0.95%	
EASTSOUND	0.58%	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	28	0.60%	
EDWALL-TYLER	4.60%	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	9	2.27%	
ELMA	1.37%	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	0.97%	1.74%	1.65%	44	1.14%	

PIVEEP Service Quality Reports WASHINGTON REPORTS for 2008 February Trouble Report 2008



Trouble Ticket Report

February 2008

EXCHANGE	February 2008												Feb 2008 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08			
ELTOPIA	1.11%	1.11%	0.00%	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	0.36%	1.84%	1.12%	1	0.37%	
EUREKA	0.00%	0.00%	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	1.30%	1.30%	0.65%	3	0.98%	
FALL CITY	0.62%	1.44%	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	1.04%	1.36%	1.16%	29	1.03%	
FORKS	0.25%	0.70%	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	0.49%	0.69%	0.52%	16	0.46%	
FOX ISLAND	1.17%	1.67%	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	0.76%	0.76%	0.46%	6	0.46%	
FRIDAY HARBOR	0.80%	1.02%	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	0.79%	0.86%	0.48%	39	0.59%	
GIG HARBOR	0.87%	0.90%	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	0.62%	0.75%	0.61%	120	0.56%	
GLENOMA	3.45%	1.47%	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	2.48%	2.76%	2.55%	5	1.26%	
HANSVILLE	0.41%	0.75%	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	0.24%	1.17%	0.92%	11	0.68%	
HARRINGTON	0.46%	1.38%	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	0.97%	0.97%	1.22%	4	0.98%	
HUMPTULIPS	1.45%	2.59%	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	0.29%	6.14%	1.18%	4	1.18%	
INCHELJUM/HUNTERS	0.48%	0.48%	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	0.75%	0.41%	0.41%	11	0.76%	
KAHLOTUS	2.02%	1.52%	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	0.54%	0.00%	0.55%	1	0.55%	
KETTLE FALLS	0.72%	0.72%	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	0.84%	0.88%	0.80%	13	0.50%	
KINGSTON	0.89%	0.77%	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	0.84%	0.84%	0.64%	29	0.67%	
LAKE QUINAULT	0.33%	0.98%	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	0.67%	2.03%	2.54%	15	2.54%	
LAKEBAY	1.49%	1.40%	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	1.13%	1.53%	1.84%	77	1.47%	
LIND	0.42%	0.00%	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	0.64%	0.43%	0.22%	3	0.65%	
LONG BEACH	0.74%	1.06%	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	0.81%	0.56%	0.76%	43	1.09%	
LOPEZ	1.48%	1.36%	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	0.89%	1.01%	0.80%	17	0.72%	
MATHEWS CORNER	0.43%	1.08%	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0.90%	0.46%	1.60%	3	0.69%	
MCCLEARY	1.36%	1.18%	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	1.56%	1.20%	0.92%	7	0.65%	
MEDICAL LAKE <small>FAVEEP Service Quality Reports</small>	0.62%	0.72%	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	0.59%	0.94%	1.74%	38	1.33%	

WASHINGTONTickets for 2008 February Trouble Report 2008



Trouble Ticket Report

February 2008

EXCHANGE	Feb 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below	
	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08				
MESA	1.06%	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0.00%	0.35%	0.35%	0.35%	2	0.70%	
MINERAL	2.77%	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	1.23%	2.78%	1.85%	1.85%	5	1.53%	
MONTESANO	0.67%	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	0.55%	1.80%	0.83%	0.83%	31	0.95%	
MORTON	1.26%	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	1.21%	1.08%	1.08%	1.08%	11	0.74%	
NEAH BAY	0.21%	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	0.74%	0.21%	0.32%	0.32%	5	0.53%	
NESPELEM	1.38%	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	0.81%	0.65%	2.24%	2.24%	13	2.08%	
NORTH BEND 831/888	0.84%	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	0.44%	0.47%	0.54%	0.54%	41	0.60%	
NORTH VASHON	1.92%	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	1.11%	1.28%	1.04%	1.04%	10	0.87%	
OCEAN PARK	1.17%	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	1.12%	0.86%	1.57%	1.57%	51	1.52%	
OCOSTA	1.69%	0.86%	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	1.55%	1.25%	2.52%	2.51%	2.51%	5	1.59%	
ODESSA	0.24%	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	0.49%	0.62%	0.99%	0.99%	7	0.87%	
ORTING	1.35%	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	0.83%	0.83%	1.08%	1.08%	50	0.91%	
PACIFIC BEACH	0.80%	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	1.09%	1.09%	0.89%	0.89%	3	0.30%	
PACKWOOD	0.40%	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	0.43%	0.85%	0.60%	0.60%	1	0.09%	
PE BELL	2.53%	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	1.41%	1.45%	1.72%	1.72%	23	3.07%	
PUGET ISLAND	0.98%	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	0.25%	1.26%	1.78%	1.78%	5	1.26%	
RANDLE	0.40%	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	1.01%	1.11%	1.21%	1.21%	15	1.52%	
RAYMOND-LEBAM	1.32%	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	0.88%	1.02%	1.03%	1.03%	36	1.28%	
REARDAN	1.61%	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	0.42%	0.93%	1.87%	1.87%	10	0.85%	
RIMROCK/WHITEPASS	0.34%	0.00%	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	0.35%	0.00%	0.35%	0.35%	0.35%	1	0.35%	
RTZVILLE-BENGE	0.58%	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	0.98%	0.79%	0.53%	0.53%	14	0.92%	
ROYAL CITY	0.63%	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	0.60%	0.55%	0.44%	0.44%	14	0.77%	
SNOQUALMIE RIDGE 398 PACIFIC SERVICE QUALITY REPORT	0.51%	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	0.12%	0.18%	0.26%	0.26%	4	0.27%	



Trouble Ticket Report

February 2008

EXCHANGE	Feb 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08			
SNOQUALMIE PASS 494	0.91%	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0	0.00%	
SOUTH BEND	1.03%	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	14	0.96%	
SOUTH PRAIRIE	1.26%	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	24	1.16%	
SPANGLE	0.58%	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	17	3.49%	7
SPRAGUE	1.86%	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	2	0.42%	
STARBUCK	1.46%	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	3	2.31%	
TIETON	0.00%	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	2	0.28%	
TWISP	0.35%	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	8	0.40%	
VADER	1.73%	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	3	0.33%	
VASHON	0.89%	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	28	0.62%	
WASHTUCNA	1.56%	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	1	0.41%	
WILBUR	0.93%	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	7	0.74%	
WILSON CREEK	1.13%	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	1	0.30%	
WINTHROP	0.49%	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	0.68%	11	0.49%	
YACOLT	1.20%	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	0.65%	32	1.90%	
GRAND TOTAL	1.42%	0.96%	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	1339	0.86%	

Quality of Service

February 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,190	274	7

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - February 2008	
Quarterly Report:		
Bi-Annual Report		

(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)
765	9	756	739	17
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	1	583	574	9

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	50	0
OCEAN PARK	35	1
CHINOOK	8	0
GIG HARBOR	126	1
FOX ISLAND	1	0
ARLETTA	10	0
MORTON	21	0
MINERAL	6	0
GLENOMA	9	0
RANDLE	8	0
PACKWOOD	8	0
ASHFORD	6	0
YACOLT	11	0
ORTING	42	0
SOUTH PRAIRIE	21	0
CONNELL	23	0
MESA	3	0
BASIN CITY	6	0
ELTOPIA	0	0
MATHEWS CORNER	3	0
KAHLOTUS	3	0
WASHTUCNA	3	0
LIND	7	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	19	0
LOPEZ/SHAW ISLAND	16	0
PUGET ISLAND	7	2
RAYMOND	33	0
RAYMOND/LEBAM	9	0
CATHLAMET	21	0
SOUTH BEND	7	1
OCOSTA	3	0
CURTIS	9	0
PE ELL	12	0
VADER	10	0
LAKEBAY (includes 1302)	54	0
MCCLEARY	10	0
ELMA	43	1
MONTESANO	36	0
KINGSTON	33	0
HANSVILLE	7	0
TWISP	8	0
WINTHROP	16	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
VASHON	11	0
NORTH VASHON	11	0
CHENEY	42	0
E.W.U.	0	0
SPANGLE	2	0
MEDICAL LAKE	22	0
REARDAN	6	0
DAVENPORT	15	0
CRESTON	1	0
HUNTERS/INCHELIUM	17	0
VALLEY	7	0
CHEWELAH	44	2
KETTLE FALLS	15	1
WILBUR	5	0
ODESSA	7	0
HARRINGTON	4	0
ALMIRA	2	0
COULEE CITY	2	0
WILSON CREEK	1	0
NESPELEM	12	0
RITZVILLE-BENGE	11	0
SPRAGUE	3	0
EDWALL-TYLER	3	0
NORTHBEND	41	1
SNOQUALMIE PASS	3	0
FALL CITY	15	1
CARNATION	7	0
SNOQUALMIE RIDGE	10	0
AMES LAKE	8	0
FRIDAY HARBOR	53	0
EAST SOUND	41	0
BLAKELY ISLAND/DECATURE	5	0
FORKS	41	0
NEAH BAY	15	0
BEAVER	6	0
CLALLAM BAY	5	0
CLEARWATER	7	0
PACIFIC BEACH	16	0
LAKE QUINAULT	5	0
HUMPTULIPS	2	0
COWICHE	9	0
TIETON	10	0
RIMROCK	0	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

February 2008

EXCHANGE	TOTAL EXCLUDED	REASON
Spangle	7	(2) CPE; Other Workman (4); and No Trouble Found (1)



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
February 2008

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Edwall Tyler	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