



Trouble Ticket Report

March 2008

EXCHANGE	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 2008		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.44%	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	4	0.99%	
AMES LAKE	0.89%	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	5	0.77%	
ARLETTA	1.34%	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	14	0.58%	
ASHFORD	1.42%	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	14	1.35%	
BASIN CITY	0.61%	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	3	0.49%	
BEAVER	1.20%	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	1	0.23%	
BLAKELY ISL	1.26%	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0	0.00%	
CARNATION	1.00%	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	18	1.19%	
CATHLAMET	2.17%	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	13	0.95%	
CHENEY / EWU	0.48%	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	31	0.69%	
CHEWELAH / VALLEY	0.71%	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	28	0.67%	
CHINOOK	0.77%	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	6	1.49%	
CLALLAM BAY	1.33%	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	6	0.90%	
CLEARWATER	0.76%	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	3	2.07%	
CONNELL	0.48%	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	8	0.57%	
COULEE CITY	0.26%	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	2	0.26%	
COWICHE	0.61%	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	4	0.42%	
CRESTON	0.76%	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	4	1.01%	
CURTIS	1.41%	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	5	1.09%	
DAVENPORT	0.80%	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	21	1.05%	
EASTSOUND	0.75%	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	25	0.53%	
EDWALL-TYLER	3.17%	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	4	1.01%	
ELMA	1.35%	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	0.97%	1.74%	1.65%	1.14%	40	1.04%	

ELMA - NVEEP Service Quality Reports for 2008 (3) March 2008



Trouble Ticket Report

March 2008

EXCHANGE	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 2008		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELTOPIA	1.11%	0.00%	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	0.36%	1.84%	1.12%	0.37%	1	0.37%	
EUREKA	0.00%	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	1.30%	1.30%	0.65%	0.98%	3	0.98%	
FALL CITY	1.44%	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	1.04%	1.36%	1.16%	1.03%	28	1.00%	
FORKS	0.70%	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	0.49%	0.69%	0.52%	0.46%	5	0.14%	
FOX ISLAND	1.67%	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	0.76%	0.76%	0.46%	0.46%	4	0.32%	
FRIDAY HARBOR	1.02%	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	0.79%	0.86%	0.48%	0.59%	29	0.44%	
GIG HARBOR	0.90%	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	0.62%	0.75%	0.61%	0.56%	102	0.48%	
GLENOMA	1.47%	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	2.48%	2.76%	2.55%	1.26%	14	3.58%	
HANSVILLE	0.75%	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	0.24%	1.17%	0.92%	0.68%	8	0.50%	
HARRINGTON	1.38%	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	0.97%	0.97%	1.22%	0.98%	3	0.74%	
HUMPTULIPS	2.59%	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	0.29%	6.14%	1.18%	1.18%	4	1.18%	
INCHELIUM/HUNTERS	0.48%	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	0.75%	0.41%	0.41%	0.76%	10	0.69%	
KAHLOTUS	1.52%	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	0.54%	0.00%	0.55%	0.55%	2	1.14%	
KETTLE FALLS	0.72%	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	0.84%	0.88%	0.80%	0.50%	14	0.54%	
KINGSTON	0.77%	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	0.84%	0.84%	0.64%	0.67%	15	0.35%	
LAKE QUINAULT	0.98%	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	0.67%	2.03%	2.54%	2.54%	7	1.19%	
LAKEBAY	1.40%	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	1.13%	1.53%	1.84%	1.47%	50	0.96%	
LIND	0.00%	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	0.64%	0.43%	0.22%	0.65%	1	0.22%	
LONG BEACH	1.06%	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	0.81%	0.56%	0.76%	1.09%	27	0.69%	
LOPEZ	1.36%	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	0.89%	1.01%	0.80%	0.72%	19	0.80%	
MATHEWS CORNER	1.08%	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0.90%	0.46%	1.60%	0.69%	6	1.38%	
MCCLEARY	1.18%	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	1.56%	1.20%	0.92%	0.65%	8	0.74%	
MEDICAL LAKE	0.72%	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	0.59%	0.94%	1.74%	1.33%	38	1.33%	

Service Quality Reports for 2008 (March Report 2008)



Trouble Ticket Report

March 2008

EXCHANGE	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 2008		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
MESA	1.75%	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0.00%	0.35%	0.35%	0.70%	3	1.07%	
MINERAL	3.41%	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	1.23%	2.78%	1.85%	1.53%	30	9.20%	2
MONTESANO	1.02%	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	0.55%	1.80%	0.83%	0.95%	19	0.59%	
MORTON	0.40%	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	1.21%	1.08%	1.08%	0.74%	3	0.20%	
NEAH BAY	0.94%	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	0.74%	0.21%	0.32%	0.53%	2	0.21%	
NESPELEM	0.91%	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	0.81%	0.65%	2.24%	2.08%	13	2.09%	
NORTH BEND 831/888	0.85%	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	0.44%	0.47%	0.54%	0.60%	34	0.50%	
NORTH VASHON	0.80%	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	1.11%	1.28%	1.04%	0.87%	12	1.05%	
OCEAN PARK	0.98%	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	1.12%	0.86%	1.57%	1.52%	37	1.11%	
OCOSTA	0.86%	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	1.55%	1.25%	2.52%	2.51%	1.59%	1	0.32%	
ODESSA	0.47%	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	0.49%	0.62%	0.99%	0.87%	3	0.37%	
ORTING	1.14%	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	0.83%	0.83%	1.08%	0.91%	40	0.74%	
PACIFIC BEACH	0.90%	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	1.09%	1.09%	0.89%	0.30%	4	0.39%	
PACKWOOD	0.40%	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	0.43%	0.85%	0.60%	0.09%	1	0.09%	
PE ELL	1.52%	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	1.41%	1.45%	1.72%	3.07%	24	3.21%	
PUGET ISLAND	1.71%	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	0.25%	1.26%	1.78%	1.26%	10	2.51%	
RANDLE	1.58%	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	1.01%	1.11%	1.21%	1.52%	7	0.71%	
RAYMOND-LEBAM	0.92%	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	0.88%	1.02%	1.03%	1.28%	29	1.03%	
REARDAN	1.96%	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	0.42%	0.93%	1.87%	0.85%	12	1.02%	
RIMROCK/WHITEPASS	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%	
RITZVILLE-BENGE	0.71%	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	0.98%	0.79%	0.53%	0.92%	5	0.33%	
ROYAL CITY	0.79%	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	0.60%	0.55%	0.44%	0.77%	15	0.83%	
SNOQUALMIE RIDGE 896 PINEAPPLE Service Quality Reports for 2008/3 March Trouble Report 2008	0.40%	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	0.12%	0.18%	0.26%	0.27%	3	0.20%	



Trouble Ticket Report

March 2008

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													Trouble Tickets	% of Trouble Tickets	
SNOQUALMIE PASS 484	0.69%	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	5	1.17%	
SOUTH BEND	0.72%	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	10	0.69%	
SOUTH PRAIRIE	0.85%	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	19	0.92%	
SPANGLE	0.97%	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	4	0.82%	
SPRAGUE	0.81%	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	2	0.43%	
STARBUCK	0.00%	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	1	0.76%	
TIETON	0.69%	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	10	1.38%	
TWISP	0.36%	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	10	0.50%	
VADER	0.97%	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	4	0.44%	
VASHON	1.00%	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	34	0.75%	
WASHTUCNA	1.15%	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	3	1.22%	
WILBUR	0.73%	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	8	0.84%	
WILSON CREEK	0.85%	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	4	1.20%	
WINTHROP	0.90%	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	0.68%	0.49%	7	0.32%	
YACOLT	1.60%	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	15	0.89%	
GRAND TOTAL	0.96%	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	1,101	0.71%	

Quality of Service

March 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,816	177	2

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - March 2008	
Quarterly Report:	1st Qtr 2008	
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)
619	2	617	608	9
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)
486	0	486	479	7

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	46	0
OCEAN PARK	39	0
CHINOOK	4	0
GIG HARBOR	143	0
FOX ISLAND	7	0
ARLETTA	13	0
MORTON	13	0
MINERAL	3	0
GLENOMA	3	0
RANDLE	14	0
PACKWOOD	2	0
ASHFORD	13	0
YACOLT	20	0
ORTING	37	1
SOUTH PRAIRIE	23	0
CONNELL	20	0
MESA	2	0
BASIN CITY	6	1
ELTOPIA	3	0
MATHEWS CORNER	7	0
KAHLOTUS	1	0
WASHTUCNA	2	0
LIND	0	0
STARBUCK	4	0
EUREKA	5	0
ROYAL CITY	19	0
LOPEZ/SHAW ISLAND	15	1
PUGET ISLAND	7	0
RAYMOND	12	0
RAYMOND/LEBAM	4	0
CATHLAMET	9	0
SOUTH BEND	16	0
OCOSTA	4	0
CURTIS	8	0
PE ELL	11	0
VADER	8	0
LAKEBAY (includes 1302)	55	2
MCCLEARY	7	0
ELMA	33	0
MONTESANO	17	0
KINGSTON	44	0
HANSVILLE	3	0
TWISP	12	0
WINTHROP	13	0
VASHON	36	0
NORTH VASHON	13	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	47	0
E.W.U.	0	0
SPANGLE	4	0
MEDICAL LAKE	25	0
REARDAN	11	0
DAVENPORT	17	0
CRESTON	2	0
HUNTERS/INCHELIUM VALLEY	26	0
CHEWELAH	9	0
KETTLE FALLS	41	0
WILBUR	41	0
ODESSA	11	0
HARRINGTON	3	0
ALMIRA	5	0
COULEE CITY	10	0
WILSON CREEK	4	0
NESPELEM	17	0
RITZVILLE-BENGE	11	2
SPRAGUE	6	0
EDWALL-TYLER	4	0
NORTHBEND	43	1
SNOQUALMIE PASS	2	0
FALL CITY	14	0
CARNATION	9	0
SNOQUALMIE RIDGE	10	0
AMES LAKE	5	0
FRIDAY HARBOR	68	0
EAST SOUND	42	0
BLAKELY ISLAND/DECATURE	6	0
FORKS	43	0
NEAH BAY	6	0
BEAVER	4	0
CLALLAM BAY	4	0
CLEARWATER	5	0
PACIFIC BEACH	16	0
LAKE QUINAULT	6	0
HUMPTULIPS	3	0
COWICHE	13	0
TIETON	17	0
RIMROCK	3	0

(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2008

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (March Snapshot)
LONG BEACH	146	0
OCEAN PARK	113	0
CHINOOK	23	0
GIG HARBOR	407	0
FOX ISLAND	12	0
ARLETTA	35	0
MORTON	51	0
MINERAL	16	0
GLENOMA	17	0
RANDLE	41	0
PACKWOOD	24	0
ASHFORD	35	0
YACOLT	48	0
ORTING	128	0
SOUTH PRAIRIE	65	0
CONNELL	52	0
MESA	9	0
BASIN CITY	19	0
ELTOPIA	5	0
MATHEWS CORNER	15	0
KAHLOTUS	5	0
WASHTUCNA	8	0
LIND	8	0
STARBUCK	6	0
EUREKA	10	0
ROYAL CITY	61	0
LOPEZ/SHAW ISLAND	46	0
PUGET ISLAND	18	0
RAYMOND	64	0
RAYMOND/LEBAM	29	0
CATHLAMET	43	0
SOUTH BEND	47	0
OCOSTA	13	0
CURTIS	28	0
PE ELL	35	0
VADER	31	0
LAKEBAY (includes 1302)	165	0
MCCLEARY	36	0
ELMA	107	0
MONTESANO	86	0
KINGSTON	118	0
HANSVILLE	19	0
TWISP	40	0
WINTHROP	37	0
VASHON	73	0
NORTH VASHON	34	0
CHENEY	134	0

**(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2008**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (March Snapshot)
E.W.U.	0	0
SPANGLE	10	0
MEDICAL LAKE	70	0
REARDAN	28	0
DAVENPORT	50	0
CRESTON	3	0
HUNTERS/INCHELIUM	54	0
VALLEY	21	0
CHEWELAH	114	0
KETTLE FALLS	75	0
WILBUR	20	0
ODESSA	16	0
HARRINGTON	8	0
ALMIRA	7	0
COULEE CITY	17	0
WILSON CREEK	6	0
NESPELEM	51	0
RITZVILLE-BENGE	35	0
SPRAGUE	19	0
EDWALL-TYLER	9	0
NORTHBEND	130	0
SNOQUALMIE PASS	7	0
FALL CITY	40	0
CARNATION	29	0
SNOQUALMIE RIDGE	31	0
AMES LAKE	15	0
FRIDAY HARBOR	180	0
EAST SOUND	123	0
BLAKELY ISLAND/DECATURE	20	0
FORKS	123	0
NEAH BAY	29	0
BEAVER	14	0
CLALLAM BAY	13	0
CLEARWATER	16	0
PACIFIC BEACH	46	0
LAKE QUINAULT	21	0
HUMPTULIPS	6	0
COWICHE	31	0
TIETON	38	0
RIMROCK	5	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

March 2008

EXCHANGE	TOTAL EXCLUDED	REASON
Mineral	2	Natural Causes



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 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.
Humtulpips	December 2007	21 - Commercial power failure that lasted hours
Curtis	January 2008	19 - some facilities/homes still flooded after December storm
Mineral	March 2008	25 - Common caused when carrier system went down and needed to be rebooted