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WASH. UT. & TP. COMM

May 27, 2008

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

Attention: Kristen Russell
Robert Williamson

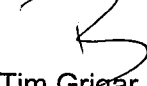
Reference: SERVICE QUALITY PERFORMANCE REPORT – April - 2008

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 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	Larry VanCamp
Steve Densley	Ross Skinner



Trouble Ticket Report

April 2008

EXCHANGE	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 2008	Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 2008			
ALMIRA	0.00%	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	8	1.96%		
AMES LAKE	1.80%	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	3	0.46%		
ARLETTA	0.91%	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	7	0.29%		
ASHFORD	1.50%	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	10	0.96%		
BASIN CITY	0.76%	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	3	0.49%		
BEAVER	0.72%	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	1	0.23%		
BLAKELY ISL	0.63%	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	1	0.30%		
CARNATION	0.75%	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	8	0.54%		
CATHLAMET	0.87%	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	13	0.95%		
CHENEY / EWU	0.69%	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	23	0.51%		
CHEWELAH / VALLEY	0.68%	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	34	0.82%		
CHINOOK	0.52%	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	3	0.74%		
CLALLAM BAY	0.87%	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	3	0.45%		
CLEARWATER	0.78%	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	2	1.36%		
CONNELL	0.76%	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	5	0.35%		
COULÉE CITY	0.78%	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	6	0.80%		
COWICHE	0.81%	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	4	0.42%		
CRESTON	0.77%	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	2	0.50%		
CURTIS	0.40%	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	8	1.74%		
DAVENPORT	1.05%	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	18	0.90%		
EASTSOUND	0.79%	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	32	0.68%		
EDWALL-TYLER	4.37%	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	2	0.51%		
ELMA	1.21%	0.77%	0.87%	0.98%	1.04%	0.76%	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	33	0.87%		

ELMA - P:VEEP/Service Quality Reports WASHINGTON/Reports for 2008/04 April Trouble Report 2008



Trouble Ticket Report

April 2008

EXCHANGE	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 2008	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	
ELTOPIA	0.00%	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	0.36%	1.84%	1.12%	0.37%	0.37%	3	1.12%
EUREKA	0.62%	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	1.30%	1.30%	0.65%	0.98%	0.98%	4	1.30%
FALL CITY	1.29%	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	1.04%	1.36%	1.16%	1.03%	1.00%	21	0.76%
FORKS	0.39%	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	0.49%	0.69%	0.52%	0.46%	0.14%	6	0.17%
FOX ISLAND	0.91%	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	0.76%	0.76%	0.46%	0.46%	0.32%	4	0.32%
FRIDAY HARBOR	0.83%	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	0.79%	0.86%	0.48%	0.59%	0.44%	51	0.77%
GIG HARBOR	0.87%	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	0.62%	0.75%	0.61%	0.56%	0.48%	85	0.41%
GLENOMA	1.73%	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	2.48%	2.76%	2.55%	1.26%	3.58%	4	1.04%
HANSVILLE	0.41%	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	0.24%	1.17%	0.92%	0.68%	0.50%	14	0.88%
HARRINGTON	3.24%	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	0.97%	0.97%	1.22%	0.98%	0.74%	5	1.22%
HUMPTULIPS	0.85%	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	0.29%	6.14%	1.18%	1.18%	1.18%	2	0.60%
INCHELJUM/HUNTERS	0.48%	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	0.75%	0.41%	0.41%	0.76%	0.69%	12	0.82%
KAHLOTUS	0.52%	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	0.54%	0.00%	0.55%	0.55%	1.14%	0	0.00%
KETTLE FALLS	1.10%	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	0.84%	0.88%	0.80%	0.50%	0.54%	22	0.84%
KINGSTON	0.56%	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	0.84%	0.84%	0.64%	0.67%	0.35%	35	0.81%
LAKE QUINAULT	0.32%	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	0.67%	2.03%	2.54%	2.54%	1.19%	5	0.85%
LAKEBAY	1.08%	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	1.13%	1.53%	1.84%	1.47%	0.96%	51	0.98%
LIND	1.66%	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	0.64%	0.43%	0.22%	0.65%	0.22%	0	0.00%
LONG BEACH	1.01%	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	0.81%	0.56%	0.76%	1.09%	0.69%	22	0.56%
LOPEZ	1.60%	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	0.89%	1.01%	0.80%	0.72%	0.80%	31	1.31%
MATHEWS CORNER	1.28%	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0.90%	0.46%	1.60%	0.69%	1.38%	2	0.46%
MCCLEARY	0.26%	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	1.56%	1.20%	0.92%	0.65%	0.74%	7	0.66%
MEDICAL LAKE	0.93%	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	20	0.70%

WASHINGTONTrouble Reports for 2008/4 April Trouble Report 2008



Trouble Ticket Report

April 2008

EXCHANGE	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 2008	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Trouble Tickets	
MESA	1.05%	0.70%	1.77%	1.06%	0.35%	0.70%	1.05%	0.00%	0.35%	0.35%	0.70%	1.07%	0	0.00%
MINERAL	2.17%	3.11%	2.45%	2.49%	1.23%	1.87%	3.35%	1.23%	2.78%	1.85%	1.53%	9.20%	6	1.85%
MONTESANO	0.57%	0.64%	0.70%	0.77%	0.89%	0.45%	0.79%	0.55%	1.80%	0.83%	0.95%	0.59%	16	0.50%
MORTON	1.06%	0.60%	0.67%	0.94%	0.88%	0.75%	1.15%	1.21%	1.08%	1.08%	0.74%	0.20%	11	0.74%
NEAH BAY	0.84%	0.73%	0.31%	0.84%	0.21%	0.73%	0.32%	0.74%	0.21%	0.32%	0.53%	0.21%	4	0.42%
NESPELEM	0.46%	0.77%	1.40%	1.71%	1.92%	1.96%	0.82%	0.81%	0.65%	2.24%	2.08%	2.09%	5	0.81%
NORTH BEND 831/888	0.63%	0.72%	0.63%	0.80%	0.63%	0.42%	0.78%	0.44%	0.47%	0.54%	0.60%	0.50%	34	0.51%
NORTH VASHON	0.72%	0.81%	1.55%	1.31%	1.08%	1.01%	1.96%	1.11%	1.28%	1.04%	0.87%	1.05%	4	0.35%
OCEAN PARK	0.95%	0.92%	0.78%	1.04%	0.75%	0.64%	1.47%	1.12%	0.86%	1.57%	1.52%	1.11%	33	0.99%
OCOSTA	2.03%	0.58%	0.88%	0.30%	0.30%	0.92%	1.55%	1.25%	2.52%	2.51%	1.59%	0.32%	3	0.96%
ODESSA	1.06%	0.60%	1.43%	0.60%	0.36%	0.72%	1.20%	0.49%	0.62%	0.99%	0.87%	0.37%	5	0.62%
ORTING	0.75%	1.44%	1.03%	1.06%	1.19%	0.61%	1.44%	0.83%	0.83%	1.08%	0.91%	0.74%	43	0.81%
PACIFIC BEACH	1.20%	0.80%	0.10%	1.47%	0.69%	0.99%	1.09%	1.09%	1.09%	0.89%	0.30%	0.39%	7	0.68%
PACKWOOD	0.48%	0.56%	0.40%	0.49%	0.16%	0.33%	0.50%	0.43%	0.85%	0.60%	0.09%	0.09%	5	0.45%
PE ELL	2.14%	1.39%	1.14%	1.28%	0.38%	0.39%	1.55%	1.41%	1.45%	1.72%	3.07%	3.21%	10	1.34%
PUGET ISLAND	1.97%	1.96%	3.19%	2.21%	0.74%	1.48%	0.75%	0.25%	1.26%	1.78%	1.26%	2.51%	8	2.00%
RANDLE	0.50%	1.09%	0.61%	1.01%	0.51%	1.02%	1.32%	1.01%	1.11%	1.21%	1.52%	0.71%	7	0.72%
RAYMOND-LEBAM	0.98%	1.06%	0.79%	0.87%	0.66%	0.42%	0.92%	0.88%	1.02%	1.03%	1.28%	1.03%	13	0.46%
REARDAN	1.10%	0.67%	1.10%	1.44%	1.19%	1.10%	0.94%	0.42%	0.93%	1.87%	0.85%	1.02%	8	0.68%
RIMROCK/WHITEPASS	0.34%	0.34%	0.00%	0.35%	0.69%	0.35%	0.35%	0.00%	0.35%	0.35%	0.35%	0.35%	0	0.00%
RITZVILLE-BENGE	1.04%	0.52%	0.45%	0.46%	1.24%	0.59%	1.23%	0.98%	0.79%	0.53%	0.92%	0.33%	4	0.26%
ROYAL CITY	0.95%	0.48%	0.86%	0.86%	1.19%	0.33%	0.82%	0.60%	0.55%	0.44%	0.77%	0.83%	4	0.22%
SNOQUALMIE RIDGE 896	0.46%	0.47%	0.47%	0.41%	0.40%	0.72%	0.18%	0.12%	0.18%	0.26%	0.27%	0.20%	4	0.27%



Trouble Ticket Report

April 2008

EXCHANGE	April 2008												Apr 2008		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Trouble Tickets	% of Trouble Tickets	
SNOQUALMIE PASS 434	0.23%	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	2	0.48%	
SOUTH BEND	1.44%	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	15	1.03%	
SOUTH PRAIRIE	0.95%	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	21	1.03%	
SPANGLE	0.58%	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	8	1.65%	
SPRAGUE	0.41%	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	3	0.64%	
STARBUCK	2.17%	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	4	3.08%	
TIETON	0.96%	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	2	0.28%	
TWISP	0.46%	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	9	0.46%	
VADER	0.97%	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	13	1.43%	
VASHON	0.86%	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	35	0.78%	
WASHTUCNA	1.54%	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	1	0.41%	
WILBUR	1.03%	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	8	0.84%	
WILSON CREEK	0.56%	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	4	1.19%	
WINTHROP	0.54%	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	0.66%	0.49%	0.32%	5	0.22%	
YACOLT	1.10%	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	7	0.41%	
GRAND TOTAL	0.87%	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	1,006	0.66%	

Quality of Service

April 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,010	254	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - April 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)
554	3	551	547	4
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)
455	0	455	446	9

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	50	0
OCEAN PARK	29	0
CHINOOK	12	0
GIG HARBOR	140	0
FOX ISLAND	3	0
ARLETTA	8	0
MORTON	18	0
MINERAL	4	0
GLENOMA	3	0
RANDLE	13	0
PACKWOOD	9	0
ASHFORD	17	0
YACOLT	18	1
ORTING	53	1
SOUTH PRAIRIE	25	0
CONNELL	19	0
MESA	1	0
BASIN CITY	7	0
ELTOPIA	2	0
MATHEWS CORNER	8	0
KAHLOTUS	6	0
WASHTUCNA	1	0
LIND	4	0
STARBUCK	1	0
EUREKA	3	0
ROYAL CITY	23	0
LOPEZ/SHAW ISLAND	27	0
PUGET ISLAND	4	0
RAYMOND	16	0
RAYMOND/LEBAM	9	0
CATHLAMET	24	0
SOUTH BEND	12	0
OCOSTA	2	0
CURTIS	8	0
PE ELL	11	0
VADER	9	0
LAKEBAY (includes 1302)	68	0
MCCLEARY	15	0
ELMA	38	0
MONTESANO	17	0
KINGSTON	52	2
HANSVILLE	4	0
TWISP	21	1
WINTHROP	23	0
VASHON	31	0
NORTH VASHON	6	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	61	0
E.W.U.	0	0
SPANGLE	1	0
MEDICAL LAKE	42	0
REARDAN	11	0
DAVENPORT	20	0
CRESTON	2	0
HUNTERS/INCHELIUM	25	0
VALLEY	6	0
CHEWELAH	44	2
KETTLE FALLS	37	0
WILBUR	7	0
ODESSA	4	0
HARRINGTON	5	0
ALMIRA	7	0
COULEE CITY	3	0
WILSON CREEK	4	0
NESPELEM	13	0
RITZVILLE-BENGE	13	0
SPRAGUE	5	0
EDWALL-TYLER	4	0
NORTHBEND	44	0
SNOQUALMIE PASS	2	0
FALL CITY	7	0
CARNATION	9	0
SNOQUALMIE RIDGE	14	0
AMES LAKE	6	0
FRIDAY HARBOR	81	0
EAST SOUND	45	0
BLAKELY ISLAND/DECATURE	5	0
FORKS	32	0
NEAH BAY	13	0
BEAVER	7	0
CLALLAM BAY	5	0
CLEARWATER	3	0
PACIFIC BEACH	23	0
LAKE QUINAULT	6	0
HUMPTULIPS	6	0
COWICHE	12	0
TIETON	13	0
RIMROCK	1	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

April 2008

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in April



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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
Mineral	March 2008	25 - Common caused when carrier system went down and needed to be rebooted