



June 25, 2008

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – May - 2008


2008 JUN 30 AM 8:40

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for May, 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

May 2008

EXCHANGE	May 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08			
ALMIRA	1.20%	1.21%	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	1	0.25%	
AMES LAKE	1.20%	1.82%	0.77%	0.77%	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	3	0.47%	
ARLETTA	0.93%	0.67%	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	10	0.43%	
ASHFORD	2.06%	2.50%	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	14	1.33%	
BASIN CTY	0.62%	0.78%	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	7	1.14%	
BEAVER	0.71%	0.70%	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	4	0.92%	
BLAKELY ISL	0.00%	1.26%	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	1	0.30%	
CARNATION	0.76%	0.76%	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	12	0.81%	
CATHLAMET	1.00%	0.64%	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	17	1.24%	
CHENEY / EWU	0.65%	0.44%	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	27	0.60%	
CHEWELAH / VALLEY	1.50%	1.60%	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	35	0.84%	
CHINOOK	1.82%	1.31%	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	2	0.49%	
CLALLAM BAY	1.58%	1.59%	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	4	0.60%	
CLEARWATER	0.00%	0.78%	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0	0.00%	
CONNELL	0.21%	1.12%	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	3	0.21%	
COULBE CITY	1.03%	0.51%	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	7	0.92%	
COWICHE	0.31%	0.82%	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	11	1.16%	
CRESTON	1.28%	2.53%	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	7	1.76%	
CURTIS	1.00%	1.63%	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0	0.00%	
DAVENPORT	1.00%	0.90%	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	21	1.06%	
EASTSOUND	0.95%	0.95%	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	32	0.68%	
EDWALL-TYLER	3.39%	3.41%	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	4	1.01%	
ELMA	0.77%	0.87%	0.98%	1.04%	0.79%	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	29	0.77%	

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Trouble Ticket Report

May 2008

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	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08			
ELTOPIA	2.23%	1.11%	0.00%	1.48%	0.00%	1.48%	0.36%	1.84%	1.12%	0.37%	0.37%	1.12%	3	1.12%	
EUREKA	0.63%	1.27%	0.63%	1.58%	1.29%	0.00%	1.30%	1.30%	0.65%	0.98%	0.98%	1.30%	3	0.97%	
FALL CITY	0.96%	0.64%	1.15%	0.72%	0.92%	1.51%	1.04%	1.36%	1.16%	1.03%	1.00%	0.76%	26	0.94%	
FORKS	0.17%	0.31%	0.34%	0.20%	0.23%	0.52%	0.49%	0.69%	0.52%	0.46%	0.14%	0.17%	7	0.20%	
FOX ISLAND	1.00%	1.37%	1.16%	0.29%	0.67%	0.90%	0.76%	0.76%	0.46%	0.46%	0.32%	0.32%	3	0.24%	
FRIDAY HARBOR	1.34%	0.96%	1.23%	0.89%	0.74%	0.75%	0.79%	0.86%	0.48%	0.59%	0.44%	0.77%	62	0.94%	
GIG HARBOR	0.81%	0.79%	0.68%	0.54%	0.53%	0.89%	0.62%	0.75%	0.61%	0.56%	0.48%	0.41%	110	0.53%	
GLENOMA	2.20%	2.20%	1.23%	1.50%	1.98%	3.70%	2.48%	2.76%	2.55%	1.26%	3.58%	1.04%	5	1.32%	
HANSVILLE	0.82%	0.53%	0.89%	0.54%	0.60%	0.79%	0.24%	1.17%	0.92%	0.68%	0.50%	0.88%	5	0.31%	
HARRINGTON	1.17%	1.87%	2.12%	1.18%	0.95%	0.95%	0.97%	0.97%	1.22%	0.98%	0.74%	1.22%	7	1.72%	
HUMPTULIPS	0.00%	0.85%	0.57%	1.14%	0.00%	2.02%	0.29%	6.14%	1.18%	1.18%	1.18%	0.60%	2	0.60%	
INCHELLUM/HUNTERS	1.28%	0.88%	1.09%	1.22%	1.37%	0.27%	0.75%	0.41%	0.41%	0.76%	0.69%	0.82%	15	1.01%	
KAHLOTUS	0.52%	0.54%	1.08%	0.00%	1.58%	1.06%	0.54%	0.00%	0.55%	0.55%	1.14%	0.00%	4	2.27%	
KETTLE FALLS	1.37%	2.05%	1.21%	0.94%	1.17%	1.06%	0.84%	0.88%	0.80%	0.50%	0.54%	0.84%	23	0.88%	
KINGSTON	0.76%	0.79%	0.62%	0.51%	0.58%	0.72%	0.84%	0.84%	0.64%	0.67%	0.35%	0.81%	26	0.60%	
LAKE QUINAULT	0.98%	0.82%	1.48%	0.65%	0.33%	1.33%	0.67%	2.03%	2.54%	2.54%	1.19%	0.85%	5	0.85%	
LAKEBAY	1.10%	1.35%	1.14%	1.29%	0.73%	1.53%	1.13%	1.53%	1.84%	1.47%	0.96%	0.98%	44	0.85%	
LIND	0.63%	1.27%	0.84%	1.89%	0.63%	0.21%	0.64%	0.43%	0.22%	0.65%	0.22%	0.00%	2	0.45%	
LONG BEACH	0.71%	0.76%	1.14%	0.82%	1.00%	1.06%	0.81%	0.56%	0.76%	1.09%	0.69%	0.56%	24	0.61%	
LOPEZ	1.35%	1.17%	1.72%	0.84%	1.26%	1.69%	0.89%	1.01%	0.80%	0.72%	0.80%	1.31%	12	0.51%	
MATHEWS CORNER	1.29%	0.43%	1.52%	2.18%	0.88%	0.00%	0.90%	0.46%	1.60%	0.69%	1.38%	0.46%	3	0.69%	
MCCLEARY	0.52%	0.79%	0.89%	0.36%	0.36%	1.36%	1.56%	1.20%	0.92%	0.65%	0.74%	0.66%	8	0.76%	
MEDICAL LAKE <small>Five Service Quality Reports</small>	1.00%	1.00%	1.21%	0.83%	0.80%	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	21	0.74%	

WASHINGTON REPORTS for 2008 May Trouble Report 2008



Trouble Ticket Report

May 2008

EXCHANGE	May 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08			
SNOQUALMIE PASS 494	0.95%	1.43%	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	5	1.21%	
SOUTH BEND	1.06%	0.73%	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	7	0.48%	
SOUTH PRAIRIE	0.84%	1.84%	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	14	0.70%	
SPANGLE	0.98%	0.39%	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	5	1.03%	
SPRAGUE	0.40%	1.01%	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	8	1.71%	
STARBUCK	0.72%	0.74%	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	1	0.78%	
TIETON	0.55%	0.96%	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	1	0.14%	
TWISP	0.80%	0.85%	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	20	1.01%	
VADER	1.51%	1.61%	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	13	1.43%	
VASHON	0.86%	1.18%	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	37	0.83%	
WASHTUCNA	0.39%	0.39%	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	1	0.41%	
WILBUR	1.14%	2.29%	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	5	0.53%	
WILSON CREEK	1.41%	0.86%	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	4	1.19%	
WINTHROP	0.90%	0.45%	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	15	0.67%	
YACOLT	1.62%	0.58%	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	13	0.77%	
GRAND TOTAL	0.93%	0.94%	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	1,082	0.71%	

Quality of Service

May 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,599	260	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - May 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)
628	0	628	620	8
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	1	454	447	7

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	62	0
OCEAN PARK	23	0
CHINOOK	2	0
GIG HARBOR	147	2
FOX ISLAND	3	0
ARLETTA	10	0
MORTON	16	0
MINERAL	4	0
GLENOMA	2	0
RANDLE	7	0
PACKWOOD	12	0
ASHFORD	30	0
YACOLT	11	0
ORTING	46	0
SOUTH PRAIRIE	8	0
CONNELL	11	0
MESA	3	0
BASIN CITY	4	0
ELTOPIA	4	0
MATHEWS CORNER	6	0
KAHLOTUS	0	0
WASHTUCNA	2	0
LIND	2	0
STARBUCK	0	0
EUREKA	5	0
ROYAL CITY	24	0
LOPEZ/SHAW ISLAND	20	0
PUGET ISLAND	4	0
RAYMOND	19	0
RAYMOND/LEBAM	14	0
CATHLAMET	19	0
SOUTH BEND	13	0
OCOSTA	5	0
CURTIS	5	0
PE ELL	11	0
VADER	12	0
LAKEBAY (includes 1302)	56	0
MCCLEARY	15	0
ELMA	44	0
MONTESANO	32	0
KINGSTON	42	0
HANSVILLE	8	0
TWISP	45	0
WINTHROP	26	1
VASHON	21	0
NORTH VASHON	7	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	50	0
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	36	0
REARDAN	6	0
DAVENPORT	20	0
CRESTON	4	0
HUNTERS/INCHELIUM	24	2
VALLEY	10	0
CHEWELAH	52	0
KETTLE FALLS	38	0
WILBUR	5	0
ODESSA	12	0
HARRINGTON	2	0
ALMIRA	1	0
COULEE CITY	11	0
WILSON CREEK	1	0
NESPELEM	10	0
RITZVILLE-BENGE	9	0
SPRAGUE	7	0
EDWALL-TYLER	3	0
NORTHBEND	50	0
SNOQUALMIE PASS	3	0
FALL CITY	14	0
CARNATION	15	0
SNOQUALMIE RIDGE	14	0
AMES LAKE	3	0
FRIDAY HARBOR	86	0
EAST SOUND	61	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	42	0
NEAH BAY	15	0
BEAVER	7	0
CLALLAM BAY	11	0
CLEARWATER	4	0
PACIFIC BEACH	15	0
LAKE QUINAULT	4	0
HUMPTULIPS	6	0
COWICHE	8	1
TIETON	11	0
RIMROCK	1	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

May 2008

EXCHANGE	TOTAL EXCLUDED	REASON
		None to Exclude in May



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
May 2008

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Humtullips	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