

2008 AUG 25 AM 8: 31



August 21, 2008

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – July - 2008

Dear Ms. Russell:

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

July 2008

EXCHANGE	July 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08			
ALMIRA	0.72%	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	7	1.70%	
AMES LAKE	0.77%	0.77%	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	21	3.41%	
ARLETTA	0.87%	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	11	0.48%	
ASHFORD	1.30%	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	30	2.86%	
BASIN CITY	0.77%	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	3	0.50%	
BEAVER	0.23%	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	2	0.48%	
BLAKELY ISL	0.94%	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	7	2.05%	
CARNATION	2.24%	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	12	0.83%	
CATHLAMET	1.14%	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	17	1.25%	
CHENEY / EWU	0.73%	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	27	0.61%	
CHEWELAH / VALLEY	1.54%	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	43	1.04%	
CHINOOK	1.05%	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	4	1.00%	
CLALLAM BAY	0.87%	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	8	1.20%	
CLEARWATER	0.00%	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0	0.00%	
CONNELL	0.42%	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	17	1.21%	
COULBE CITY	1.40%	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	10	1.32%	
COWICHE	0.51%	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	10	1.06%	
CRESTON	1.01%	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0	0.00%	
CURTIS	0.41%	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	5	1.10%	
DAVENPORT	1.25%	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	20	1.00%	
EASTSOUND	0.97%	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	42	0.89%	
EDWALL-TYLER	2.24%	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	2	0.50%	
ELMA <small>P-VEEP/Service Quality Reports WASHINGTON</small>	0.98%	1.04%	0.76%	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	48	1.30%	

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1.02%



Trouble Ticket Report

July 2008

EXCHANGE	July 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08			
ELTOPIA	0.00%	1.48%	0.00%	1.48%	0.36%	1.84%	1.12%	0.37%	0.37%	1.12%	0.75%	3	1.12%		
EUREKA	0.63%	1.58%	1.29%	0.00%	1.30%	1.30%	0.65%	0.98%	0.98%	1.30%	0.64%	1	0.32%		
FALL CITY	1.15%	0.72%	0.92%	1.51%	1.04%	1.36%	1.16%	1.03%	1.00%	0.76%	0.94%	31	1.15%		
FORKS	0.34%	0.20%	0.23%	0.52%	0.49%	0.69%	0.52%	0.46%	0.14%	0.17%	0.20%	10	0.29%		
FOX ISLAND	1.16%	0.29%	0.67%	0.90%	0.76%	0.76%	0.46%	0.46%	0.32%	0.32%	0.41%	5	0.41%		
FRIDAY HARBOR	1.23%	0.89%	0.74%	0.75%	0.79%	0.86%	0.48%	0.59%	0.44%	0.77%	0.94%	59	0.90%		
GIG HARBOR	0.68%	0.54%	0.53%	0.89%	0.62%	0.75%	0.61%	0.56%	0.48%	0.41%	0.53%	141	0.69%		
GLENOMA	1.23%	1.50%	1.98%	3.70%	2.48%	2.76%	2.55%	1.26%	3.58%	1.04%	1.32%	7	1.91%		
HANVILLE	0.89%	0.54%	0.60%	0.79%	0.24%	1.17%	0.92%	0.68%	0.50%	0.88%	0.31%	12	0.76%		
HARRINGTON	2.12%	1.18%	0.95%	0.95%	0.97%	0.97%	1.22%	0.98%	0.74%	1.22%	1.72%	6	1.50%		
HUMPTULIPS	0.57%	1.14%	0.00%	2.02%	0.29%	6.14%	1.18%	1.18%	1.18%	0.60%	0.60%	3	0.91%		
INCHELLIUM/HUNTERS	1.09%	1.22%	1.37%	0.27%	0.75%	0.41%	0.41%	0.76%	0.69%	0.82%	1.01%	19	1.29%		
KAHLOTUS	1.08%	0.00%	1.58%	1.06%	0.54%	0.00%	0.55%	0.55%	1.14%	0.00%	2.27%	0	0.00%		
KETTLE FALLS	1.21%	0.94%	1.17%	1.06%	0.84%	0.88%	0.80%	0.50%	0.54%	0.84%	0.88%	44	1.70%		
KINGSTON	0.62%	0.51%	0.58%	0.72%	0.84%	0.84%	0.64%	0.67%	0.35%	0.81%	0.60%	22	0.52%		
LAKE QUINAULT	1.48%	0.65%	0.33%	1.33%	0.67%	2.03%	2.54%	2.54%	1.19%	0.85%	0.85%	4	0.68%		
LAKEBAY	1.14%	1.29%	0.73%	1.53%	1.13%	1.53%	1.84%	1.47%	0.96%	0.98%	0.85%	46	0.89%		
LIND	0.84%	1.89%	0.63%	0.21%	0.64%	0.43%	0.22%	0.65%	0.22%	0.00%	0.45%	2	0.45%		
LONG BEACH	1.14%	0.82%	1.00%	1.06%	0.81%	0.56%	0.76%	1.09%	0.69%	0.56%	0.61%	25	0.63%		
LOPEZ	1.72%	0.84%	1.26%	1.69%	0.89%	1.01%	0.80%	0.72%	0.80%	1.31%	0.51%	29	1.21%		
MATHEWS CORNER	1.52%	2.18%	0.88%	0.00%	0.90%	0.46%	1.60%	0.69%	1.38%	0.46%	0.69%	7	1.59%		
MCCLEARY	0.89%	0.36%	0.36%	1.36%	1.56%	1.20%	0.92%	0.65%	0.74%	0.66%	0.76%	9	0.86%		
MEDICAL LAKE Five Service Quality Reports Five SHINK Reports for 2008 July Trouble Report 2008	1.21%	0.83%	0.80%	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	27	0.95%		



Trouble Ticket Report

July 2008

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													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
MESA	1.06%	0.35%	0.70%	1.05%	0.00%	0.35%	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	1	0.37%	
MINERAL	2.49%	1.23%	1.87%	3.35%	1.23%	2.78%	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	5	1.51%	
MONTESANO	0.77%	0.89%	0.45%	0.79%	0.55%	1.80%	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	21	0.67%	
MORTON	0.94%	0.88%	0.75%	1.15%	1.21%	1.08%	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	6	0.41%	
NEAH BAY	0.84%	0.21%	0.73%	0.32%	0.74%	0.21%	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	4	0.43%	
NESPELEM	1.71%	1.92%	1.96%	0.82%	0.81%	0.65%	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	16	2.64%	
NORTH BEND 831/888	0.80%	0.63%	0.42%	0.78%	0.44%	0.47%	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	46	0.70%	
NORTH VASHON	1.31%	1.08%	1.01%	1.96%	1.11%	1.28%	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	8	0.71%	
OCEAN PARK	1.04%	0.75%	0.64%	1.47%	1.12%	0.86%	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	23	0.69%	
OCOSTA	0.30%	0.30%	0.92%	1.55%	1.25%	2.52%	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0	0.00%	
ODESSA	0.60%	0.36%	0.72%	1.20%	0.49%	0.62%	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	7	0.87%	
ORTING	1.06%	1.19%	0.61%	1.44%	0.83%	0.83%	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	65	1.30%	
PACIFIC BEACH	1.47%	0.69%	0.99%	1.09%	1.09%	1.09%	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	8	0.79%	
PACKWOOD	0.49%	0.16%	0.33%	0.50%	0.43%	0.85%	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	7	0.66%	
PE ELL	1.28%	0.38%	0.39%	1.55%	1.41%	1.45%	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	3	0.41%	
PUGET ISLAND	2.21%	0.74%	1.48%	0.75%	0.25%	1.26%	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	5	1.29%	
RANDLE	1.01%	0.51%	1.02%	1.32%	1.01%	1.11%	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	10	1.05%	
RAYMOND-LEBAM	0.87%	0.66%	0.42%	0.92%	0.88%	1.02%	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	31	1.12%	
REARDAN	1.44%	1.19%	1.10%	0.94%	0.42%	0.93%	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	34	2.89%	
RIMROCK/WHITEPASS	0.35%	0.69%	0.35%	0.35%	0.00%	0.35%	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0	0.00%	
RITZVILLE-BENGE	0.46%	1.24%	0.59%	1.23%	0.98%	0.79%	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	12	0.81%	
ROYAL CITY	0.86%	1.19%	0.33%	0.82%	0.60%	0.55%	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	19	1.07%	
SNOQUALMIE RIDGE 396 PACIFIC SERVICE QUALITY REPORTS WASHINGTON	0.41%	0.40%	0.72%	0.18%	0.12%	0.18%	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	9	0.63%	



Trouble Ticket Report

July 2008

EXCHANGE	July 2008												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08			
SNOQUALMIE PASS 434	0.95%	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	4	0.96%	
SOUTH BEND	0.80%	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	22	1.55%	
SOUTH PRAIRIE	1.54%	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	26	1.32%	
SPANGLER	0.99%	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	5	1.03%	
SPRAGUE	1.61%	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	7	1.53%	
STARBUCK	1.46%	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	2	1.57%	
TIEYTON	0.41%	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	13	1.82%	
TWISP	0.55%	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	15	0.76%	
VADER	0.65%	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	8	0.88%	
VASHON	1.50%	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	51	1.17%	
WASHTUCNA	0.40%	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	3	1.23%	
WILBUR	1.04%	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	11	1.17%	
WILSON CREEK	2.88%	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	7	2.09%	
WINTHROP	0.99%	0.68%	0.40%	0.81%	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	13	0.58%	
YACOLT	0.98%	0.58%	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	16	0.96%	
GRAND TOTAL	0.98%	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	1,401	0.93%	

Quality of Service

July 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,479	264	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - July 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)
862	20	842	838	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)
565	6	559	552	7

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	81	0
OCEAN PARK	50	0
CHINOOK	2	0
GIG HARBOR	149	0
FOX ISLAND	8	0
ARLETTA	16	0
MORTON	11	0
MINERAL	8	0
GLENOMA	4	0
RANDLE	10	0
PACKWOOD	11	0
ASHFORD	13	0
YACOLT	20	0
ORTING	53	2
SOUTH PRAIRIE	35	0
CONNELL	16	0
MESA	3	0
BASIN CITY	2	0
ELTOPIA	4	0
MATHEWS CORNER	9	0
KAHLOTUS	3	0
WASHTUCNA	4	0
LIND	5	0
STARBUCK	3	0
EUREKA	2	0
ROYAL CITY	18	0
LOPEZ/SHAW ISLAND	34	0
PUGET ISLAND	4	0
RAYMOND	17	0
RAYMOND/LEBAM	4	0
CATHLAMET	17	0
SOUTH BEND	17	0
OCOSTA	0	0
CURTIS	11	0
PE ELL	12	0
VADER	15	0
LAKEBAY (includes 1302)	66	1
MCCLEARY	9	0
ELMA	36	0
MONTESANO	25	0
KINGSTON	41	0
HANSVILLE	10	0
TWISP	24	0
WINTHROP	21	0
VASHON	27	0
NORTH VASHON	15	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	88	0
E.W.U.	0	0
SPANGLE	6	0
MEDICAL LAKE	45	0
REARDAN	9	0
DAVENPORT	30	1
CRESTON	4	0
HUNTERS/INCHELIUM	21	0
VALLEY	3	0
CHEWELAH	51	0
KETTLE FALLS	36	0
WILBUR	8	0
ODESSA	8	0
HARRINGTON	7	0
ALMIRA	6	0
COULEE CITY	8	0
WILSON CREEK	3	0
NESPELEM	15	0
RITZVILLE-BENGE	18	0
SPRAGUE	8	0
EDWALL-TYLER	6	0
NORTHBEND	65	0
SNOQUALMIE PASS	8	1
FALL CITY	20	0
CARNATION	15	0
SNOQUALMIE RIDGE	21	0
AMES LAKE	2	0
FRIDAY HARBOR	48	0
EAST SOUND	55	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	33	0
NEAH BAY	2	0
BEAVER	4	0
CLALLAM BAY	5	0
CLEARWATER	1	0
PACIFIC BEACH	13	0
LAKE QUINAULT	10	0
HUMPTULIPS	4	1
COWICHE	13	0
TIETON	10	0
RIMROCK	0	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

July 2008

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in July, 2008



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
July 2008

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