



September 29, 2008

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STATE OF WASHINGTON
OFFICE OF THE ATTORNEY GENERAL
COMMUNICATIONS SECTION

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – August - 2008

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for August, 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
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Trouble Ticket Report

August 2008

EXCHANGE	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	August 08	% of	Trouble Tickets
													Trouble Tickets	Trouble Tickets	Moved to Lower Index. Goal 4% or below
ALMIRA	1.69%	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	2	0.49%	
AMES LAKE	0.77%	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	3	0.49%	
ARLETTA	0.61%	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	12	0.53%	
ASHFORD	0.94%	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	15	1.43%	
BASIN CITY	0.15%	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	7	1.18%	
BEAVER	0.71%	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	2	0.48%	
BLAKELY ISL	0.63%	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	2	0.59%	
CARNATION	1.35%	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	15	1.05%	
CATHLAMET	1.51%	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	26	1.92%	
CHENEY / EWU	0.58%	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	36	0.82%	
CHEWELAH / VALLEY	0.99%	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	44	1.07%	
CHINOOK	0.26%	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	8	2.03%	
CLALLAM BAY	0.29%	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	11	1.66%	
CLEARWATER	0.00%	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	1	0.68%	
CONNELL	0.42%	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	9	0.64%	
COULTEE CITY	0.38%	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	11	1.46%	
COWICHE	0.41%	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	15	1.62%	
CRESTON	0.25%	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	6	1.52%	
CURTIS	0.20%	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	7	1.54%	
DAVENPORT	1.25%	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	9	0.45%	
EASTSOUND	1.08%	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	33	0.70%	
EDWALL-TYLER	2.24%	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	6	1.52%	
ELMA	1.04%	0.76%	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	55	1.50%	

PLIVEEP Service Quality Reports WASHINGTON REPORTS for 2008 August Trouble Report 2008



Trouble Ticket Report

August 2008

EXCHANGE	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	August 08	
													Trouble Tickets	% of Trouble Tickets
MESA	0.35%	0.70%	1.05%	0.00%	0.35%	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0	0.00%
MINERAL	1.23%	1.87%	3.35%	1.23%	2.78%	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	3	0.90%
MONTESANO	0.89%	0.45%	0.79%	0.55%	1.80%	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	25	0.80%
MORTON	0.88%	0.75%	1.15%	1.21%	1.08%	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	7	0.48%
NEAH BAY	0.21%	0.73%	0.32%	0.74%	0.21%	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	3	0.32%
NESPELEM	1.92%	1.96%	0.82%	0.81%	0.65%	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	8	1.34%
NORTH BEND 831/888	0.63%	0.42%	0.78%	0.44%	0.47%	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	43	0.67%
NORTH VASHON	1.08%	1.01%	1.96%	1.11%	1.28%	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	25	2.24%
OCEAN PARK	0.75%	0.64%	1.47%	1.12%	0.86%	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	32	0.97%
OCOSTA	0.30%	0.92%	1.55%	1.25%	2.52%	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	3	0.96%
ODESSA	0.36%	0.72%	1.20%	0.49%	0.62%	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	6	0.75%
ORTING	1.19%	0.61%	1.44%	0.83%	0.83%	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	37	0.75%
PACIFIC BEACH	0.69%	0.99%	1.09%	1.09%	1.09%	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	13	1.28%
PACKWOOD	0.16%	0.33%	0.50%	0.43%	0.85%	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	4	0.38%
PELL	0.38%	0.39%	1.55%	1.41%	1.45%	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	13	1.76%
PUGET ISLAND	0.74%	1.48%	0.75%	0.25%	1.26%	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	11	2.83%
RANDLE	0.51%	1.02%	1.32%	1.01%	1.11%	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	8	0.84%
RAYMOND-LEBAM	0.66%	0.42%	0.92%	0.88%	1.02%	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	28	1.01%
REARDAN	1.19%	1.10%	0.94%	0.42%	0.93%	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	14	1.20%
RIMROCK/WHITEPASS	0.69%	0.35%	0.35%	0.00%	0.35%	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	1	0.36%
RITZVILLE-BENGE	1.24%	0.59%	1.23%	0.98%	0.79%	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	11	0.74%
ROYAL CITY	1.19%	0.33%	0.82%	0.60%	0.55%	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	25	1.40%
SNOQUALMIE RIDGE 396 PACIFIC SERVICE QUALITY REPORTS FOR 2008	0.40%	0.72%	0.18%	0.12%	0.18%	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	5	0.34%



Trouble Ticket Report

August 2008

EXCHANGE	August 08												Trouble Tickets Moved to Lower Index: Goal 4% or below		
	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08		Trouble Tickets	% of Trouble Tickets
SNOQUALMIE PASS 434	0.71%	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	1	0.24%	
SOUTH BEND	0.88%	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	13	0.92%	
SOUTH PRAIRIE	1.01%	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	29	1.49%	
SPANGLE	0.20%	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	9	1.84%	
SPRAGUE	1.62%	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	10	2.19%	
STARBUCK	0.00%	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	3	2.33%	
TIETON	0.14%	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	8	1.12%	
TWISP	0.60%	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	28	1.42%	
VADER	0.76%	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	8	0.89%	
VASHON	0.82%	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	28	0.65%	
WASHTUONA	1.20%	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	4	1.65%	
WILBUR	0.94%	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	7	0.75%	
WILSON CREEK	1.17%	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	9	2.70%	
WINTHROP	0.68%	0.40%	0.81%	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	15	0.67%	
YACOLT	0.56%	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	12	0.72%	
GRAND TOTAL	0.78%	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	1,285	0.86%	

Quality of Service

August 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,443	203	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - August 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)
766	2	764	759	5
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)
526	5	521	518	3

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	48	0
OCEAN PARK	23	0
CHINOOK	1	0
GIG HARBOR	153	1
FOX ISLAND	10	0
ARLETTA	6	0
MORTON	18	1
MINERAL	3	0
GLENOMA	2	0
RANDLE	11	0
PACKWOOD	12	0
ASHFORD	12	0
YACOLT	17	0
ORTING	49	0
SOUTH PRAIRIE	21	0
CONNELL	17	0
MESA	3	0
BASIN CITY	2	0
ELTOPIA	2	0
MATHEWS CORNER	4	1
KAHLOTUS	3	0
WASHTUCNA	0	0
LIND	5	0
STARBUCK	3	0
EUREKA	5	0
ROYAL CITY	23	0
LOPEZ/SHAW ISLAND	25	0
PUGET ISLAND	9	0
RAYMOND	14	1
RAYMOND/LEBAM	10	0
CATHLAMET	18	0
SOUTH BEND	14	0
OCOSTA	7	0
CURTIS	5	0
PE ELL	14	0
VADER	8	0
LAKEBAY (includes 1302)	55	0
MCCLEARY	8	0
ELMA	37	0
MONTESANO	27	0
KINGSTON	52	0
HANSVILLE	10	0
TWISP	20	0
WINTHROP	21	0
VASHON	17	0
NORTH VASHON	17	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	79	1
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	38	0
REARDAN	14	0
DAVENPORT	23	0
CRESTON	5	0
HUNTERS/INCHELIUM	20	0
VALLEY	10	0
CHEWELAH	48	0
KETTLE FALLS	30	0
WILBUR	5	0
ODESSA	3	0
HARRINGTON	7	0
ALMIRA	2	0
COULEE CITY	6	0
WILSON CREEK	1	0
NESPELEM	12	0
RITZVILLE-BENGE	18	0
SPRAGUE	10	0
EDWALL-TYLER	3	0
NORTHBEND	34	4
SNOQUALMIE PASS	5	0
FALL CITY	12	0
CARNATION	9	0
SNOQUALMIE RIDGE	79	0
AMES LAKE	2	0
FRIDAY HARBOR	71	1
EAST SOUND	42	2
BLAKELY ISLAND/DECATURE	2	0
FORKS	43	0
NEAH BAY	7	0
BEAVER	6	0
CLALLAM BAY	7	0
CLEARWATER	2	0
PACIFIC BEACH	14	0
LAKE QUINAULT	6	0
HUMPTULIPS	7	0
COWICHE	10	0
TIETON	20	0
RIMROCK	2	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
August 2008

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