



October 24, 2008

RECEIVED

OCT 29 2008

WASH. UT. & TP. COMM

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – September - 2008

STATE OF WASH
UTILITY TRANS
COMMISSION
RECEIVED
GENERAL MANAGER
2008 OCT 29 AM 8:21

Dear Ms. Russell:

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

September 2008

EXCHANGE	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	September		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.68%	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	2	0.50%	
AMES LAKE	0.62%	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	7	1.15%	
ARLETTA	0.77%	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	13	0.58%	
ASHFORD	1.31%	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	11	1.05%	
BASIN CITY	0.62%	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	7	1.18%	
BEAVER	0.23%	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	1	0.25%	
BLAKELY ISL	0.32%	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	2	0.58%	
CARNATION	0.84%	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	20	1.41%	
CATHLAMET	1.29%	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	16	1.18%	
CHENEY / EWU	0.47%	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	34	0.77%	
CHEWELAH / VALLEY	0.57%	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	28	0.68%	
CHINOOK	1.57%	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	4	1.02%	
CLALLAM BAY	0.73%	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	9	1.42%	
CLEARWATER	0.00%	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	1	0.71%	
CONNELL	0.63%	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	11	0.78%	
COULBE CITY	0.90%	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	7	0.93%	
COWICHE	0.42%	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	9	0.98%	
CRESTON	0.75%	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	2	0.51%	
CURTIS	0.61%	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	3	0.66%	
DAVENPORT	0.45%	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	12	0.61%	
EASTSOUND	0.57%	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	35	0.75%	
EDWALL-TYLER	0.99%	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	8	2.03%	
ELMA	0.76%	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	21	0.58%	

ELMA PAVEE Service Quality Reports WASHINGTON TROUBLE TICKET REPORTS for 2008 (September) Trouble Report 2008



Trouble Ticket Report

September 2008

EXCHANGE	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	September		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
ELTOPIA	0.00%	1.48%	0.36%	1.84%	1.12%	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	0.37%	4	1.50%
EUREKA	1.29%	0.00%	1.30%	1.30%	0.65%	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.97%	3	0.96%
FALL CITY	0.92%	1.51%	1.04%	1.36%	1.16%	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.56%	22	0.83%
FORKS	0.23%	0.52%	0.49%	0.69%	0.52%	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.26%	13	0.38%
FOX ISLAND	0.67%	0.90%	0.76%	0.76%	0.46%	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.58%	10	0.84%
FRIDAY HARBOR	0.74%	0.75%	0.79%	0.86%	0.48%	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.91%	40	0.61%
GIG HARBOR	0.53%	0.89%	0.62%	0.75%	0.61%	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.59%	106	0.53%
GLENOMA	1.98%	3.70%	2.48%	2.76%	2.55%	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	0.55%	4	1.10%
HANSVILLE	0.60%	0.79%	0.24%	1.17%	0.92%	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.70%	7	0.45%
HARRINGTON	0.95%	0.95%	0.97%	0.97%	1.22%	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	4	1.00%
HUMPTULPS	0.00%	2.02%	0.29%	6.14%	1.18%	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	0.91%	4	1.21%
INCHELJUM/HUNTERS	1.37%	0.27%	0.75%	0.41%	0.41%	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	1.01%	10	0.68%
KAHILOTUS	1.58%	1.06%	0.54%	0.00%	0.55%	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	0.58%	2	1.15%
KETTLE FALLS	1.17%	1.06%	0.84%	0.88%	0.80%	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.01%	29	1.13%
KINGSTON	0.58%	0.72%	0.84%	0.84%	0.64%	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	16	0.38%
LAKE QUINAULT	0.33%	1.33%	0.67%	2.03%	2.54%	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.20%	6	1.03%
LAKEBAY	0.73%	1.53%	1.13%	1.53%	1.84%	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	37	0.72%
LIND	0.63%	0.21%	0.64%	0.43%	0.22%	0.65%	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	1	0.23%
LONG BEACH	1.00%	1.06%	0.81%	0.56%	0.76%	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.82%	13	0.33%
LOPEZ	1.26%	1.69%	0.89%	1.01%	0.80%	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	1.55%	14	0.59%
MATHEWS CORNER	0.88%	0.00%	0.90%	0.46%	1.60%	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.45%	3	0.69%
MCCLARY	0.36%	1.36%	1.56%	1.20%	0.92%	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	0.97%	17	1.65%
MEDICAL LAKE <small>PAVEE Service Quality Reports</small>	0.80%	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.85%	20	0.71%

WASHINGT
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Reports for 2008
September
Trouble Report 2008



Trouble Ticket Report

September 2008

EXCHANGE	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	September		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
SNOQUALMIE PASS 434	1.19%	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	3	0.72%	
SOUTH BEND	0.61%	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	16	1.14%	
SOUTH PRAIRIE	0.56%	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	35	1.81%	
SPANGLE	0.20%	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	8	1.62%	
SPRAGUE	1.02%	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	7	1.53%	
STARBUCK	2.22%	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	1	0.78%	
TIETON	0.69%	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	5	0.69%	
TWISP	0.55%	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	14	0.71%	
VADER	0.54%	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	28	3.12%	
VASHON	0.89%	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	27	0.63%	
WASHTUCNA	1.19%	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	4	1.67%	
WILBUR	1.04%	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	7	0.75%	
WILSON CREEK	1.16%	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	4	1.22%	
WINTHROP	0.40%	0.81%	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	13	0.58%	
YACOLT	1.22%	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	16	0.96%	
GRAND TOTAL	0.69%	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	1,178	0.79%	

Quality of Service

September 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,132	219	7

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - September 2008	
Quarterly Report:	See Attachment B - September 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)
647	1	646	639	7
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)
539	0	539	521	18

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	45	0
OCEAN PARK	38	1
CHINOOK	10	0
GIG HARBOR	155	0
FOX ISLAND	8	0
ARLETTA	11	0
MORTON	18	0
MINERAL	6	0
GLENOMA	4	0
RANDLE	7	0
PACKWOOD	12	0
ASHFORD	13	0
YACOLT	18	0
ORTING	51	0
SOUTH PRAIRIE	23	1
CONNELL	22	0
MESA	1	0
BASIN CITY	8	0
ELTOPIA	1	0
MATHEWS CORNER	3	0
KAHLOTUS	3	0
WASHTUCNA	1	0
LIND	4	0
STARBUCK	0	0
EUREKA	1	0
ROYAL CITY	31	0
LOPEZ/SHAW ISLAND	31	0
PUGET ISLAND	4	0
RAYMOND	15	1
RAYMOND/LEBAM	14	0
CATHLAMET	19	0
SOUTH BEND	12	0
OCOSTA	0	0
CURTIS	12	0
PE ELL	13	0
VADER	10	0
LAKEBAY (includes 1302)	71	1
MCCLEARY	15	0
ELMA	37	0
MONTESANO	23	0
KINGSTON	36	0
HANSVILLE	11	0
TWISP	19	0
WINTHROP	27	1
VASHON	22	0
NORTH VASHON	13	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	122	1
E.W.U.	0	0
SPANGLE	12	0
MEDICAL LAKE	41	0
REARDAN	13	0
DAVENPORT	18	1
CRESTON	3	0
HUNTERS/INCHELIUM VALLEY	17	0
CHEWELAH	15	0
KETTLE FALLS	54	1
WILBUR	31	0
ODESSA	5	0
HARRINGTON	13	0
ALMIRA	3	0
COULEE CITY	4	0
WILSON CREEK	1	0
NESPELEM	14	0
RITZVILLE-BENGE	16	1
SPRAGUE	7	0
EDWALL-TYLER	6	0
NORTHBEND	46	1
SNOQUALMIE PASS	5	0
FALL CITY	13	0
CARNATION	12	0
SNOQUALMIE RIDGE	12	0
AMES LAKE	3	0
FRIDAY HARBOR	69	0
EAST SOUND	51	1
BLAKELY ISLAND/DECATURE	10	0
FORKS	63	1
NEAH BAY	14	0
BEAVER	8	0
CLALLAM BAY	7	0
CLEARWATER	1	0
PACIFIC BEACH	19	0
LAKE QUINAULT	10	0
HUMPTULIPS	4	0
COWICHE	10	0
TIETON	10	0
RIMROCK	4	0

(4) Installation or Activation of Basic Service

Attachment B for 3rd Qtr 2008

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (September Snapshot)
LONG BEACH	143	0
OCEAN PARK	63	0
CHINOOK	160	0
GIG HARBOR	316	0
FOX ISLAND	34	0
ARLETTA	28	0
MORTON	44	0
MINERAL	13	0
GLENOMA	16	0
RANDLE	29	0
PACKWOOD	37	0
ASHFORD	45	0
YACOLT	88	0
ORTING	135	0
SOUTH PRAIRIE	60	0
CONNELL	42	0
MESA	6	0
BASIN CITY	14	0
ELTOPIA	12	0
MATHEWS CORNER	10	0
KAHLOTUS	10	0
WASHTUCNA	6	0
LIND	12	0
STARBUCK	5	0
EUREKA	24	0
ROYAL CITY	88	0
LOPEZ/SHAW ISLAND	60	0
PUGET ISLAND	30	0
RAYMOND	33	0
RAYMOND/LEBAM	41	0
CATHLAMET	54	0
SOUTH BEND	26	0
OCOSTA	18	0
CURTIS	29	0
PE ELL	42	0
VADER	84	0
LAKEBAY (includes 1302)	135	0
MCCLEARY	59	0
ELMA	99	0
MONTESANO	91	0
KINGSTON	98	0
HANSVILLE	45	0
TWISP	60	0
WINTHROP	75	0
VASHON	54	0
NORTH VASHON	118	0

(4) Installation or Activation of Basic Service
Attachment B for 3rd Qtr 2008

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (September Snapshot)
CHENEY	201	0
E.W.U.	6	0
SPANGLE	62	0
MEDICAL LAKE	88	0
REARDAN	57	0
DAVENPORT	45	0
CRESTON	29	0
HUNTERS/INCHELIUM	40	0
VALLEY	76	0
CHEWELAH	138	0
KETTLE FALLS	69	0
WILBUR	18	0
ODESSA	23	0
HARRINGTON	16	0
ALMIRA	14	0
COULEE CITY	13	0
WILSON CREEK	17	0
NESPELEM	44	0
RITZVILLE-BENGE	42	0
SPRAGUE	23	0
EDWALL-TYLER	74	0
NORTHBEND	88	0
SNOQUALMIE PASS	30	0
FALL CITY	40	0
CARNATION	42	0
SNOQUALMIE RIDGE	93	0
AMES LAKE	53	0
FRIDAY HARBOR	195	0
EAST SOUND	100	0
BLAKELY ISLAND/DECATURE	45	0
FORKS	108	0
NEAH BAY	25	0
BEAVER	19	0
CLALLAM BAY	15	0
CLEARWATER	16	0
PACIFIC BEACH	43	0
LAKE QUINAULT	20	0
HUMPTULIPS	24	0
COWICHE	30	0
TIETON	30	0
RIMROCK	6	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

September 2008

EXCHANGE	TOTAL EXCLUDED	REASON
Nespelem	7	1 @ No trouble found; 5 @ Natural causes; 1 @ CPE



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
September 2008

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
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
Nespelem	September 2008	24 - Power failures in Keller area and aging analog carriers