



November 18, 2008

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

Attention: Kristen Russell
Robert Williamson

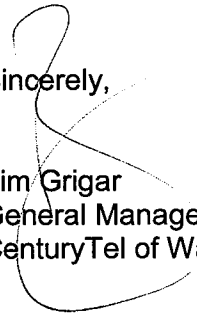
Reference: SERVICE QUALITY PERFORMANCE REPORT – October - 2008

Dear Ms. Russell:

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

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Trouble Ticket Report

October 2008

EXCHANGE	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	October		Trouble Tickets Moved to Lower Index: Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	0.73%	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	2	0.50%	
AMES LAKE	0.93%	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	1	0.16%	
ARLETTA	1.28%	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	21	0.96%	
ASHFORD	1.42%	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	18	1.76%	
BASIN CITY	1.09%	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	4	0.68%	
BEAVER	0.70%	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	1	0.24%	
BLAKELY ISL	0.63%	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	1	0.29%	
CARNATION	1.55%	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	16	1.14%	
CATHLAMET	0.86%	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	16	1.18%	
CHENEY / EWU	0.80%	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	23	0.49%	
CHEWELAH / VALLEY	0.97%	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	49	1.20%	
CHINOOK	0.77%	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	6	1.51%	
CLALLAM BAY	0.88%	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	4	0.64%	
CLEARWATER	0.00%	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0	0.00%	
CONNELL	0.42%	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	6	0.43%	
COULBE CITY	1.03%	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	3	0.40%	
COWICHE	0.94%	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	3	0.33%	
CRESTON	0.50%	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	1	0.25%	
CURTIS	1.62%	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	8	1.77%	
DAVENPORT	0.55%	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	12	0.61%	
EASTSOUND	0.63%	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	43	0.94%	
EDWALL - TYLER	0.99%	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	3	0.76%	
ELMA	1.58%	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	44	1.23%	

1.58% P-IVEPService Quality Reports WASHINGTON 0.97% TONKReports for 2008 1.74% October Trouble Report 2008 1.65% 1.14% 1.04% 0.87% 0.77% 1.02% 1.30% 1.50% 0.58% 44 1.23%



Trouble Ticket Report

October 2008

	October 2008												October Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08			
EXCHANGE	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	17	0.61%	
BLTOPIA	1.48%	0.36%	1.84%	1.12%	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0	0.00%	
BUREKA	0.00%	1.30%	1.30%	0.65%	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	1	0.32%	
FALL CITY	1.51%	1.04%	1.36%	1.16%	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	40	1.51%	
FORKS	0.52%	0.49%	0.69%	0.52%	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	11	0.32%	
FOX ISLAND	0.90%	0.76%	0.76%	0.46%	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	5	0.43%	
FRIDAY HARBOR	0.75%	0.79%	0.86%	0.48%	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	44	0.68%	
GIG HARBOR	0.89%	0.62%	0.75%	0.61%	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	90	0.46%	
GLENOMA	3.70%	2.48%	2.76%	2.55%	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	10	2.74%	
HANSVILLE	0.79%	0.24%	1.17%	0.92%	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	5	0.32%	
HARRINGTON	0.95%	0.97%	0.97%	1.22%	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	7	1.73%	
HUMPTULIPS	2.02%	0.29%	6.14%	1.18%	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	5	1.52%	
INCHELIUM/HUNTERS	0.27%	0.75%	0.41%	0.41%	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	8	0.55%	
KAHLOTUS	1.06%	0.54%	0.00%	0.55%	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	1	0.59%	
KETTLE FALLS	1.06%	0.84%	0.88%	0.80%	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	24	0.94%	
KINGSTON	0.72%	0.84%	0.84%	0.64%	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	17	0.41%	
LAKE QUINAULT	1.33%	0.67%	2.03%	2.54%	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	7	1.21%	
LAKEBAY	1.53%	1.13%	1.53%	1.84%	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	48	0.94%	
LIND	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	1.06%	0.81%	0.56%	0.76%	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	26	0.67%	
LOPEZ	1.69%	0.89%	1.01%	0.80%	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	19	0.80%	
MATHEWS CORNER	0.00%	0.90%	0.46%	1.60%	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	3	0.71%	
MCCLEARY	1.36%	1.56%	1.20%	0.92%	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	17	1.66%	
MEDICAL LAKE FAVEE Services Quality Reports WASHINGTON TICKET Reports for 2008 October Trouble Report 2008	0.76%	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	17	0.61%	



Trouble Ticket Report

October 2008

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	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08			
MESA	1.05%	0.00%	0.35%	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0	0.00%	
MINERAL	3.35%	1.23%	2.78%	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	9	2.72%	
MONTESANO	0.79%	0.55%	1.80%	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	29	0.95%	
MORTON	1.15%	1.21%	1.08%	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	8	0.55%	
NEAH BAY	0.32%	0.74%	0.21%	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	10	1.09%	
NESPELEM	0.82%	0.81%	0.65%	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	4	0.69%	
NORTH BEND 831/888	0.78%	0.44%	0.47%	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	47	0.75%	
NORTH VASHON	1.96%	1.11%	1.28%	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	12	1.10%	
OCEAN PARK	1.47%	1.12%	0.86%	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	28	0.86%	
OCCOSTA	1.55%	1.25%	2.52%	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	4	1.30%	
ODESSA	1.20%	0.49%	0.62%	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	11	1.39%	
ORTING	1.44%	0.83%	0.83%	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	41	0.85%	
PACIFIC BEACH	1.09%	1.09%	1.09%	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	10	0.99%	
PACKWOOD	0.50%	0.43%	0.85%	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	3	0.29%	
PE ELL	1.55%	1.41%	1.45%	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	10	1.34%	
PUGET ISLAND	0.75%	0.25%	1.26%	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	5	1.30%	
RANDLE	1.32%	1.01%	1.11%	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	8	0.86%	
RAYMOND-LEBAM	0.92%	0.88%	1.02%	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	27	0.99%	
REARDAN	0.94%	0.42%	0.93%	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	8	0.68%	
RIMROCK/WHITEPASS	0.35%	0.00%	0.35%	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	3	1.08%	
RITZVILLE-BENGE	1.23%	0.98%	0.79%	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	10	0.69%	
ROYAL CITY	0.82%	0.60%	0.55%	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	13	0.74%	
SNOQUALMIE RIDGE 396 PACIFIC SERVICE QUALITY REPORTS WASHINGTON	0.18%	0.12%	0.18%	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	3	0.22%	



Trouble Ticket Report

October 2008

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	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08						
EXCHANGE																		
SNOQUALMIE PASS 434	1.18%	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	2	0.49%				
SOUTH BEND	1.36%	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	12	0.86%				
SOUTH PRAIRIE	1.36%	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	20	1.05%				
SPANGLIE	0.80%	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	6	1.22%				
SPRAGUE	0.62%	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	6	1.33%				
STARBUCK	0.74%	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0	0.00%				
TIETON	0.42%	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	8	1.10%				
TWISP	0.60%	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	18	0.92%				
VADER	1.08%	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	5	0.56%				
VASHON	0.87%	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	40	0.94%				
WASHUONA	1.99%	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	1	0.42%				
WILBUR	0.83%	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	7	0.75%				
WILSON CREEK	0.58%	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	4	1.22%				
WINTHROP	0.81%	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	8	0.36%				
YACOLT	1.87%	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	13	0.78%				
GRAND TOTAL	1.00%	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	1,144	0.77%				

Quality of Service

October 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
11,117	322	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - October 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)
654	3	651	645	6
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)
494	1	493	487	6

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	59	0
OCEAN PARK	39	0
CHINOOK	13	0
GIG HARBOR	145	0
FOX ISLAND	2	0
ARLETTA	12	0
MORTON	27	0
MINERAL	3	0
GLENOMA	5	0
RANDLE	11	0
PACKWOOD	4	0
ASHFORD	17	0
YACOLT	17	0
ORTING	57	0
SOUTH PRAIRIE	21	0
CONNELL	13	0
MESA	0	0
BASIN CITY	7	0
ELTOPIA	6	0
MATHEWS CORNER	2	0
KAHLOTUS	2	0
WASHTUCNA	2	0
LIND	3	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	31	0
LOPEZ/SHAW ISLAND	30	0
PUGET ISLAND	6	0
RAYMOND	29	0
RAYMOND/LEBAM	11	0
CATHLAMET	25	0
SOUTH BEND	12	1
OCOSTA	4	0
CURTIS	5	0
PE ELL	19	0
VADER	7	0
LAKEBAY (includes 1302)	55	2
MCCLEARY	15	0
ELMA	28	0
MONTESANO	15	0
KINGSTON	31	1
HANSVILLE	12	0
TWISP	34	0
WINTHROP	20	0
VASHON	23	0
NORTH VASHON	11	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	74	0
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	41	0
REARDAN	14	0
DAVENPORT	19	0
CRESTON	4	0
HUNTERS/INCHELIUM	23	0
VALLEY	9	0
CHEWELAH	48	0
KETTLE FALLS	29	0
WILBUR	8	0
ODESSA	3	0
HARRINGTON	7	0
ALMIRA	5	0
COULEE CITY	8	0
WILSON CREEK	1	0
NESPELEM	18	0
RITZVILLE-BENGE	14	0
SPRAGUE	3	0
EDWALL-TYLER	8	0
NORTHBEND	52	0
SNOQUALMIE PASS	6	0
FALL CITY	19	0
CARNATION	6	0
SNOQUALMIE RIDGE	8	0
AMES LAKE	6	0
FRIDAY HARBOR	53	1
EAST SOUND	59	0
BLAKELY ISLAND/DECATURE	8	0
FORKS	50	0
NEAH BAY	9	0
BEAVER	4	0
CLALLAM BAY	11	0
CLEARWATER	4	0
PACIFIC BEACH	12	0
LAKE QUINAULT	8	0
HUMPTULIPS	3	0
COWICHE	8	0
TIETON	22	0
RIMROCK	2	0



**WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT**

October 2008

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in October



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
October 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
Naspelem	September 2008	24 - Power failures in Keller area and aging analog carriers