



Trouble Ticket Report

November 2008

EXCHANGE	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	November		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.21%	1.46%	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	5	1.25%	
AMES LAKE	0.93%	1.86%	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	4	0.64%	
ARLETTA	0.67%	0.71%	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	18	0.83%	
ASHFORD	1.43%	1.05%	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	14	1.38%	
BASIN CITY	1.10%	0.63%	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	5	0.85%	
BEAVER	0.47%	1.41%	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0	0.00%	
BLAKELY ISL	0.63%	0.93%	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	4	1.18%	
CARNATION	1.29%	1.56%	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	17	1.22%	
CATHLAMET	1.16%	1.67%	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	12	0.89%	
CHENEY / EWU	0.49%	0.51%	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	26	0.59%	
CHEWELAH / VALLEY	0.90%	1.63%	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	40	0.98%	
CHINOOK	0.25%	1.50%	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	4	1.01%	
CLALLAM BAY	1.78%	1.19%	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	4	0.63%	
CLEARWATER	1.46%	0.00%	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0	0.00%	
CONNELL	0.07%	0.28%	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	3	0.22%	
COULEE CITY	0.39%	0.13%	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	10	1.35%	
COWICHE	0.52%	0.84%	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	3	0.33%	
CRESTON	0.25%	0.74%	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	1	0.25%	
CURTIS	1.62%	1.67%	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	5	1.12%	
DAVENPORT	1.06%	1.11%	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	17	0.87%	
EASTSOUND	0.68%	0.77%	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	54	1.18%	
EDWALL-TYLER	2.74%	1.01%	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	6	1.50%	
ELMA	0.97%	1.74%	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	22	0.62%	

ELMA P-WVEEP Service Quality Reports WASHINGTON Reports for 2008 11 November Trouble Report 2008



Trouble Ticket Report

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													Trouble Tickets	% of Trouble Tickets	
ELTOPIA	0.36%	1.84%	1.12%	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	2	0.75%	
EUREKA	1.30%	1.30%	0.65%	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	4	1.29%	
FALL CITY	1.04%	1.36%	1.16%	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	30	1.14%	
FORKS	0.49%	0.69%	0.52%	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	10	0.29%	
FOX ISLAND	0.76%	0.76%	0.46%	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	7	0.61%	
FRIDAY HARBOR	0.79%	0.86%	0.48%	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	58	0.90%	
GIG HARBOR	0.62%	0.75%	0.61%	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	122	0.63%	
GLENOMA	2.48%	2.76%	2.55%	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	10	2.73%	
HANSVILLE	0.24%	1.17%	0.92%	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	8	0.52%	
HARRINGTON	0.97%	0.97%	1.22%	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	3	0.74%	
HUMPTULIPS	0.29%	6.14%	1.18%	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	2	0.60%	
INCHELIUM/HUNTERS	0.75%	0.41%	0.41%	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	5	0.34%	
KAHLOTUS	0.54%	0.00%	0.55%	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0	0.00%	
KETTLE FALLS	0.84%	0.88%	0.80%	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	9	0.35%	
KINGSTON	0.84%	0.84%	0.64%	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	16	0.39%	
LAKE QUINAULT	0.67%	2.03%	2.54%	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	7	1.22%	
LAKEBAY	1.13%	1.53%	1.84%	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	61	1.19%	
LIND	0.64%	0.43%	0.22%	0.65%	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0	0.00%	
LONG BEACH	0.81%	0.56%	0.76%	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	27	0.70%	
LOPEZ	0.89%	1.01%	0.80%	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	45	1.89%	
MATHEWS CORNER	0.90%	0.46%	1.60%	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	3	0.71%	
MCCLEARY	1.56%	1.20%	0.92%	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	9	0.89%	
MEDICAL LAKE	0.59%	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	25	0.91%	

EXCHANGE Service Quality Reports for 200811 November Trouble Report 2008



Trouble Ticket Report

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													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
MESA	0.00%	0.35%	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	2	0.77%	
MINERAL	1.23%	2.78%	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	3	0.91%	
MONTESANO	0.55%	1.80%	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	19	0.62%	
MORTON	1.21%	1.08%	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	18	1.24%	
NEAH BAY	0.74%	0.21%	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	2	0.22%	
NESPELEM	0.81%	0.65%	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	3	0.51%	
NORTH BEND 831/888	0.44%	0.47%	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	55	0.88%	
NORTH VASHON	1.11%	1.28%	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	17	1.56%	
OCEAN PARK	1.12%	0.86%	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	52	1.60%	
OCOSTA	1.25%	2.52%	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0	0.00%	
ODESSA	0.49%	0.62%	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	7	0.89%	
ORTING	0.83%	0.83%	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	62	1.30%	
PACIFIC BEACH	1.09%	1.09%	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	9	0.90%	
PACKWOOD	0.43%	0.85%	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	5	0.48%	
PE ELL	1.41%	1.45%	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	5	0.67%	
PUGET ISLAND	0.25%	1.26%	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	8	2.08%	
RANDLE	1.01%	1.11%	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	8	0.86%	
RAYMOND-LEBAM	0.88%	1.02%	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	24	0.88%	
REARDAN	0.42%	0.93%	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	14	1.19%	
RIMROCK/WHITEPASS	0.00%	0.35%	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	3	1.09%	
RITZVILLE-BENGE	0.98%	0.79%	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	13	0.89%	
ROYAL CITY	0.60%	0.55%	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	5	0.29%	
SNOQUALMIE RIDGE 896 P-VEEP Service Quality Reports for 2008/11 November Trouble Report 2008	0.12%	0.18%	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	4	0.30%	



Trouble Ticket Report

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													Trouble Tickets	% of Trouble Tickets	
SNOQUALMIE PASS 484	1.62%	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	6	1.45%	
SOUTH BEND	1.09%	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	7	0.50%	
SOUTH PRAIRIE	0.70%	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	17	0.91%	
SPANGLE	0.20%	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	2	0.42%	
SPRAGUE	0.42%	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	7	1.57%	
STARBUCK	3.05%	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0	0.00%	
TIETON	0.70%	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	3	0.41%	
TWISP	0.75%	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	7	0.36%	
VADER	1.09%	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	5	0.56%	
VASHON	0.69%	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	41	0.97%	
WASHTUCNA	0.80%	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0	0.00%	
WILBUR	0.73%	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	12	1.28%	
WILSON CREEK	1.47%	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	4	1.22%	
WINTHROP	0.45%	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	11	0.50%	
YACOLT	0.70%	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	13	0.78%	
GRAND TOTAL	0.77%	0.97%	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	1,210	0.82%	

Quality of Service

November 2008

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,267	186	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - November 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)
686	2	684	674	10
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)
527	1	526	518	8

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	44	0
OCEAN PARK	24	0
CHINOOK	8	0
GIG HARBOR	97	0
FOX ISLAND	1	1
ARLETTA	10	0
MORTON	15	1
MINERAL	4	0
GLENOMA	3	0
RANDLE	3	0
PACKWOOD	7	0
ASHFORD	10	0
YACOLT	14	0
ORTING	42	0
SOUTH PRAIRIE	10	0
CONNELL	17	0
MESA	5	0
BASIN CITY	7	0
ELTOPIA	3	0
MATHEWS CORNER	7	0
KAHLOTUS	0	0
WASHTUCNA	1	0
LIND	5	0
STARBUCK	5	0
EUREKA	4	0
ROYAL CITY	18	0
LOPEZ/SHAW ISLAND	15	0
PUGET ISLAND	3	0
RAYMOND	12	0
RAYMOND/LEBAM	16	0
CATHLAMET	8	0
SOUTH BEND	12	0
OCOSTA	9	0
CURTIS	3	0
PE ELL	10	0
VADER	13	0
LAKEBAY (includes 1302)	47	2
MCCLEARY	14	0
ELMA	25	0
MONTESANO	22	0
KINGSTON	35	0
HANSVILLE	10	0
TWISP	18	0
WINTHROP	17	0
VASHON	33	0
NORTH VASHON	12	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	49	0
E.W.U.	0	0
SPANGLE	2	0
MEDICAL LAKE	32	0
REARDAN	8	0
DAVENPORT	15	0
CRESTON	4	0
HUNTERS/INCHELIUM VALLEY	20	0
CHEWELAH	7	0
KETTLE FALLS	48	2
WILBUR	26	1
ODESSA	7	0
HARRINGTON	8	0
ALMIRA	2	0
COULEE CITY	3	0
WILSON CREEK	9	0
NESPELEM	2	0
RITZVILLE-BENGE	14	0
SPRAGUE	14	0
EDWALL-TYLER	3	0
NORTHBEND	5	0
SNOQUALMIE PASS	39	2
FALL CITY	16	0
CARNATION	9	0
SNOQUALMIE RIDGE	9	0
AMES LAKE	5	0
FRIDAY HARBOR	3	0
EAST SOUND	45	0
BLAKELY ISLAND/DECATURE	32	0
FORKS	3	0
NEAH BAY	33	0
BEAVER	5	0
CLALLAM BAY	5	0
CLEARWATER	6	0
PACIFIC BEACH	4	0
LAKE QUINAULT	19	0
HUMPTULIPS	3	0
COWICHE	6	0
TIETON	8	0
RIMROCK	14	0
	2	0



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



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

November 2008

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in November