



January 16, 2008

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – December - 2008

Dear Ms. Russell:

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

## December 2008

EXCHANGE	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	December		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELTOPIA	1.84%	1.12%	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	1	0.38%	
EUREKA	1.30%	0.65%	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	1	0.33%	
FALL CITY	1.36%	1.16%	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	25	0.96%	
FORKS	0.69%	0.52%	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	17	0.50%	
FOX ISLAND	0.76%	0.46%	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	10	0.89%	
FRIDAY HARBOR	0.86%	0.48%	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	69	1.07%	
GIG HARBOR	0.75%	0.61%	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	130	0.68%	
GLENOMA	2.76%	2.55%	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0	0.00%	30
HANSVILLE	1.17%	0.92%	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	12	0.78%	
HARRINGTON	0.97%	1.22%	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	5	1.24%	
HUMPTULIPS	6.14%	1.18%	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	6	1.82%	
INCHELIUM/HUNTERS	0.41%	0.41%	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	2	0.14%	
KAHOTUS	0.00%	0.55%	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0	0.00%	
KETTLE FALLS	0.88%	0.80%	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	19	0.75%	
KINGSTON	0.84%	0.64%	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	27	0.66%	
LAKE QUINAULT	2.03%	2.54%	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	8	1.38%	
LAKEBAY	1.53%	1.84%	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	67	1.32%	
LIND	0.43%	0.22%	0.65%	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	1	0.23%	
LONG BEACH	0.56%	0.76%	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	35	0.91%	
LOPEZ	1.01%	0.80%	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	36	1.52%	
MATHEWS CORNER	0.46%	1.60%	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	1	0.24%	
MCCLEARY	1.20%	0.92%	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	17	1.69%	
MEDICAL LAKE PINEAPPLE Service Quality Reports WASHINGTON Reports for 2008/12/December Trouble Report 2008	0.94%	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	27	0.98%	



# Trouble Ticket Report

## December 2008

EXCHANGE	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	December		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
MESA	0.35%	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	5	1.94%	
MINERAL	2.78%	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	8	2.42%	7
MONTESANO	1.80%	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	40	1.32%	
MORTON	1.08%	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	31	2.13%	
NEAH BAY	0.21%	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	1	0.11%	
NESPELEM	0.65%	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	4	0.68%	
NORTH BEND 831/888	0.47%	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	57	0.92%	
NORTH VASHON	1.28%	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	14	1.30%	
OCEAN PARK	0.86%	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	52	1.61%	
OCOSTA	2.52%	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	2	0.65%	
ODESSA	0.62%	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	7	0.89%	
ORTING	0.83%	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	55	1.17%	
PACIFIC BEACH	1.09%	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	6	0.60%	
PACKWOOD	0.85%	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	6	0.59%	
PE ELL	1.45%	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	9	1.20%	
PUGET ISLAND	1.26%	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	9	2.35%	
RANDLE	1.11%	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	22	2.38%	
RAYMOND-LEBAM	1.02%	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	35	1.29%	
REARDAN	0.93%	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	19	1.61%	
RIMROCK/WHITEPASS	0.35%	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0	0.00%	
RITZVILLE-BENGE	0.79%	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	15	1.03%	
ROYAL CITY	0.55%	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	11	0.63%	
SNOQUALMIE RIDGE 896 P. WEEB Service Quality Reports WASHINGTON COMF Reports for 2008/9 December Trouble Report 2008	0.18%	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	5	0.37%	



# Trouble Ticket Report

## December 2008

EXCHANGE	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	December		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
SNOQUALMIE PASS 434	0.46%	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	6	1.44%	
SOUTH BEND	2.13%	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	19	1.37%	
SOUTH PRAIRIE	2.40%	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	19	1.04%	
SPANGLE	3.43%	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	10	2.15%	
SPRAGUE	0.42%	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	2	0.44%	
STARBUCK	0.76%	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	2	1.60%	
TIETON	0.42%	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	2	0.28%	
TWISP	0.40%	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	9	0.46%	
VADER	1.42%	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	8	0.90%	
VASHON	0.91%	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	47	1.12%	
WASHTUCNA	0.00%	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	3	1.27%	
WILBUR	0.73%	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	9	0.96%	
WILSON CREEK	2.40%	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	2	0.61%	
WINTHROP	0.27%	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	8	0.36%	
YACOLT	0.71%	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	19	1.14%	
<b>GRAND TOTAL</b>	<b>0.97%</b>	<b>0.93%</b>	<b>0.86%</b>	<b>0.71%</b>	<b>0.66%</b>	<b>0.71%</b>	<b>0.74%</b>	<b>0.93%</b>	<b>0.86%</b>	<b>0.79%</b>	<b>0.79%</b>	<b>0.82%</b>	<b>1,440</b>	<b>0.98%</b>	

# Quality of Service

December 2008

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,615	256	37

## (4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - December 2008	
Quarterly Report:	See Attachment B - September 2008	
Bi-Annual Report	See Attachment C - June 2008	

## (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)
833	5	828	803	25
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)
652	3	649	630	19

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

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
LONG BEACH	43	0
OCEAN PARK	34	0
CHINOOK	6	0
GIG HARBOR	119	0
FOX ISLAND	4	0
ARLETTA	10	0
MORTON	6	0
MINERAL	7	0
GLENOMA	1	0
RANDLE	5	0
PACKWOOD	6	0
ASHFORD	22	0
YACOLT	16	0
ORTING	44	0
SOUTH PRAIRIE	24	0
CONNELL	12	0
MESA	2	0
BASIN CITY	5	0
ELTOPIA	2	0
MATHEWS CORNER	6	0
KAHLOTUS	0	0
WASHTUCNA	2	0
LIND	6	0
STARBUCK	2	0
EUREKA	1	0
ROYAL CITY	29	0
LOPEZ/SHAW ISLAND	15	0
PUGET ISLAND	2	0
RAYMOND	12	0
RAYMOND/LEBAM	12	0
CATHLAMET	21	0
SOUTH BEND	9	0
OCOSTA	4	0
CURTIS	0	0
PE ELL	6	0
VADER	11	0
LAKEBAY (includes 1302)	40	0
MCCLEARY	8	0
ELMA	25	0
MONTESANO	17	0
KINGSTON	17	0
HANSVILLE	9	0
TWISP	13	0
WINTHROP	14	0
VASHON	14	0
NORTH VASHON	9	0

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

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
CHENEY	43	0
E.W.U.	0	0
SPANGLE	6	0
MEDICAL LAKE	46	0
REARDAN	11	0
DAVENPORT	23	0
CRESTON	2	0
HUNTERS/INCHELIUM	11	0
VALLEY	11	0
CHEWELAH	46	0
KETTLE FALLS	33	0
WILBUR	8	0
ODESSA	3	0
HARRINGTON	1	0
ALMIRA	1	0
COULEE CITY	10	0
WILSON CREEK	1	0
NESPELEM	17	0
RITZVILLE-BENGE	11	0
SPRAGUE	9	0
EDWALL-TYLER	2	0
NORTHBEND	34	2
SNOQUALMIE PASS	11	0
FALL CITY	7	0
CARNATION	11	0
SNOQUALMIE RIDGE	16	0
AMES LAKE	4	0
FRIDAY HARBOR	46	1
EAST SOUND	45	0
BLAKELY ISLAND/DECATURE	10	0
FORKS	31	0
NEAH BAY	10	0
BEAVER	4	0
CLALLAM BAY	2	0
CLEARWATER	5	0
PACIFIC BEACH	18	0
LAKE QUINAULT	5	0
HUMPTULIPS	5	0
COWICHE	11	0
TIETON	10	0
RIMROCK	1	0



**(4) Installation or Activation of Basic Service**  
**Attachment B for 4th Qtr 2008**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b>90 to 179 Days (December Snapshot)</b>
LONG BEACH	146	0
OCEAN PARK	97	0
CHINOOK	27	0
GIG HARBOR	361	0
FOX ISLAND	7	0
ARLETTA	32	0
MORTON	48	0
MINERAL	14	0
GLENOMA	9	0
RANDLE	19	0
PACKWOOD	17	0
ASHFORD	49	0
YACOLT	47	0
ORTING	143	0
SOUTH PRAIRIE	55	0
CONNELL	42	0
MESA	7	0
BASIN CITY	19	0
ELTOPIA	11	0
MATHEWS CORNER	15	0
KAHLOTUS	2	0
WASHTUCNA	5	0
LIND	14	0
STARBUCK	7	0
EUREKA	8	0
ROYAL CITY	78	0
LOPEZ/SHAW ISLAND	60	0
PUGET ISLAND	11	0
RAYMOND	53	0
RAYMOND/LEBAM	39	0
CATHLAMET	54	0
SOUTH BEND	33	0
OCOSTA	17	0
CURTIS	8	0
PE ELL	35	0
VADER	31	0
LAKEBAY (includes 1302)	142	0
MCCLEARY	37	0
ELMA	78	0
MONTESANO	54	0
KINGSTON	83	0
HANSVILLE	31	0
TWISP	65	0
WINTHROP	51	0
VASHON	70	0
NORTH VASHON	32	0

**(4) Installation or Activation of Basic Service**  
**Attachment B for 4th Qtr 2008**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b>90 to 179 Days (December Snapshot)</b>
CHENEY	166	0
E.W.U.	0	0
SPANGLE	13	0
MEDICAL LAKE	119	0
REARDAN	33	0
DAVENPORT	57	0
CRESTON	10	0
HUNTERS/INCHELIUM VALLEY	54	0
CHEWELAH	27	0
KETTLE FALLS	142	0
WILBUR	88	0
ODESSA	23	0
HARRINGTON	14	0
ALMIRA	10	0
COULEE CITY	9	0
WILSON CREEK	27	0
NESPELEM	4	0
RITZVILLE-BENGE	49	0
SPRAGUE	39	0
EDWALL-TYLER	15	0
NORTHBEND	15	0
SNOQUALMIE PASS	125	0
FALL CITY	33	0
CARNATION	35	0
SNOQUALMIE RIDGE	26	0
AMES LAKE	29	0
FRIDAY HARBOR	13	0
EAST SOUND	144	0
BLAKELY ISLAND/DECATURE	136	0
FORKS	21	0
NEAH BAY	114	0
BEAVER	24	0
CLALLAM BAY	13	0
CLEARWATER	19	0
PACIFIC BEACH	13	0
LAKE QUINAULT	49	0
HUMPTULIPS	16	0
COWICHE	14	0
TIETON	27	0
RIMROCK	46	0
	5	0

**(4) Installation or Activation of Basic Service**  
**Attachment C - Bi-Annual December 2008**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b>&gt;180 Days (December Snapshot)</b>
LONG BEACH	418	0
OCEAN PARK	243	0
CHINOOK	56	0
GIG HARBOR	1102	0
FOX ISLAND	35	0
ARLETTA	89	0
MORTON	132	0
MINERAL	38	0
GLENOMA	25	0
RANDLE	70	0
PACKWOOD	71	0
ASHFORD	135	0
YACOLT	126	0
ORTING	382	0
SOUTH PRAIRIE	157	0
CONNELL	124	0
MESA	16	0
BASIN CITY	46	0
ELTOPIA	21	0
MATHEWS CORNER	46	0
KAHLOTUS	15	0
WASHTUCNA	12	0
LIND	31	0
STARBUCK	13	0
EUREKA	22	0
ROYAL CITY	216	0
LOPEZ/SHAW ISLAND	185	0
PUGET ISLAND	41	0
RAYMOND	130	0
RAYMOND/LEBAM	94	0
CATHLAMET	154	0
SOUTH BEND	98	0
OCOSTA	33	0
CURTIS	42	0
PE ELL	89	0
VADER	81	0
LAKEBAY	457	0
MCCLEARY	108	0
ELMA	270	0
MONTESANO	187	0
KINGSTON	313	0
HANSVILLE	74	0
TWISP	204	0
WINTHROP	173	0
VASHON	193	0
NORTH VASHON	91	0

**(4) Installation or Activation of Basic Service**  
**Attachment C - Bi-Annual December 2008**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b>&gt;180 Days (December Snapshot)</b>
CHENEY	539	0
E.W.U.	0	0
SPANGLE	41	0
MEDICAL LAKE	306	0
REARDAN	90	0
DAVENPORT	162	0
CRESTON	29	0
HUNTERS/INCHELIUM VALLEY	167	0
VALLEY	79	0
CHEWELAH	388	0
KETTLE FALLS	254	0
WILBUR	50	0
ODESSA	54	0
HARRINGTON	31	0
ALMIRA	27	0
COULEE CITY	59	0
WILSON CREEK	15	0
NESPELEM	106	0
RITZVILLE-BENGE	110	0
SPRAGUE	49	0
EDWALL-TYLER	36	0
NORTHBEND	349	0
SNOQUALMIE PASS	51	0
FALL CITY	96	0
CARNATION	81	0
SNOQUALMIE RIDGE	155	0
AMES LAKE	30	0
FRIDAY HARBOR	502	0
EAST SOUND	398	0
BLAKELY ISLAND/DECATURE	59	0
FORKS	323	0
NEAH BAY	85	0
BEAVER	46	0
CLALLAM BAY	58	0
CLEARWATER	32	0
PACIFIC BEACH	138	0
LAKE QUINAULT	46	0
HUMPTULIPS	48	0
COWICHE	78	0
TIETON	112	0
RIMROCK	17	0





WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
December 2008

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
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