



February 24, 2009

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT - January, 2009

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for January, 2009. 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
Cal Simshaw - Vancouver
Lee Massey
Mary Taylor
Steve Densley

Mark Johnston
Ted Hankins - Monroe
John Fryling
Larry VanCamp
Ross Skinner

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COMMUNICATIONS SECTION



Trouble Ticket Report

January 2009

EXCHANGE	January 2009												January Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08		
ALMIRA	1.47%	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	13	
AMES LAKE	0.93%	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	3	
ARLETTA	0.84%	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	22	
ASHFORD	2.48%	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	13	
BASIN CITY	1.44%	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	1	
BEAVER	0.47%	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	2	
BLAKELY ISL	0.61%	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	5	
CARNATION	1.18%	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	25	
CATHLAMET	1.31%	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	17	
CHENEY / EWU	0.80%	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	50	
CHEWELAH / VALLEY	1.17%	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	63	
CHINOOK	1.97%	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	8	
CLALLAM BAY	0.75%	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	7	
CLEARWATER	0.70%	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	2	
CONNELL	0.64%	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	4	
COULÉE CITY	0.78%	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	8	
COWICHE	0.32%	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	2	
CRESTON	0.50%	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	6	20
CURTIS	4.10%	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	14	
DAVENPORT	0.45%	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	38	
EASTSOUND	1.07%	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	44	
EDWALL-TYLER	3.02%	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	6	
ELMA <small>Private Service Quality Reports WASHINGTON</small>	1.65%	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	55	

Private Service Quality Reports WASHINGTON
 1.65% 1.14% 1.04% 0.87% 0.77% 1.02% 1.30% 1.50% 0.58% 1.23% 0.62% 1.04%
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Trouble Ticket Report

January 2009

EXCHANGE	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	January	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	
ELTOPIA	1.12%	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	1	
EUREKA	0.65%	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	3	
FALL CITY	1.16%	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	39	
FORKS	0.52%	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	13	
FOX ISLAND	0.46%	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	10	
FRIDAY HARBOR	0.48%	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	36	
GIG HARBOR	0.61%	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	138	
GLENOMA	2.55%	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	11	9
HANSVILLE	0.92%	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	7	
HARRINGTON	1.22%	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	3	17
HUMPTULIPS	1.18%	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	2	
INCHELIUM/HUNTERS	0.41%	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	8	
KAHLOTUS	0.55%	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	1	
KETTLE FALLS	0.80%	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	19	
KINGSTON	0.64%	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	23	
LAKE QUINAULT	2.54%	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	8	
LAKEBAY	1.84%	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	66	
LIND	0.22%	0.65%	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	1	
LONG BEACH	0.76%	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	39	
LOPEZ	0.80%	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	34	
MATHEWS CORNER	1.60%	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	4	
MCCLARY	0.92%	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	11	
MEDICAL LAKE	1.74%	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	27	

Private Service Quality Reports
WASHINGT
CON Reports
for 2009
January Trouble Report 2009



Trouble Ticket Report

January 2009

EXCHANGE	January 2009												January Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08		
MESA	0.35%	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	3	
MINERAL	1.85%	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	11	
MONTESANO	0.83%	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	36	
MORTON	1.08%	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	51	
NEAH BAY	0.32%	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	2	
NESPELEM	2.24%	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	18	
NORTH BEND 831/888	0.54%	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	96	
NORTH VASHON	1.04%	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	13	
OCEAN PARK	1.57%	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	59	
OCOSTA	2.51%	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	1	
ODESSA	0.99%	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	11	
ORTING	1.08%	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	64	
PACIFIC BEACH	0.89%	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	4	
PACKWOOD	0.60%	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	17	
PE ELL	1.72%	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	2	
PUGET ISLAND	1.78%	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	4	
RANDLE	1.21%	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	29	
RAYMOND-LEBAM	1.03%	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	40	
REARDAN	1.87%	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	42	
RIMROCK/WHITEPASS	0.35%	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	3	
RITZVILLE-BENGE	0.53%	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	14	
ROYAL CITY	0.44%	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	11	
SNOWALMIE RIDGE 396 PACIFIC SERVICE QUALITY REPORTS WASHINGTON REPORTS for 2009 January Trouble Report 2009	0.26%	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	3	



Trouble Ticket Report

January 2009

EXCHANGE	January 2009												January	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Trouble Tickets	
SNOQUALMIE PASS 434	0.46%	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	8	
SOUTH BEND	1.58%	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	16	
SOUTH PRAIRIE	0.91%	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	45	
SPANGLE	1.63%	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	16	
SPRAGUE	0.42%	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	5	
STARBUCK	0.76%	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	2	
TIETON	0.42%	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	4	
TWISP	0.65%	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	7	
VADER	1.42%	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	9	
VASHON	0.87%	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	59	
WASHTUCNA	0.41%	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0	
WILBUR	0.42%	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	23	
WILSON CREEK	1.20%	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	8	
WINTHROP	0.68%	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	3	
YACOLT	0.65%	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	22	
GRAND TOTAL	0.93%	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1,673	

Quality of Service

January 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,330	221	47

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - January 2009	
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)
1,001	45	956	908	48
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)
787	24	763	8	28

**(4) Installation or Activation of Basic Service
Attachment A for January 2009**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	45	1
OCEAN PARK	43	0
CHINOOK	9	0
GIG HARBOR	108	0
FOX ISLAND	6	0
ARLETTA	5	0
MORTON	23	0
MINERAL	4	0
GLENOMA	6	0
RANDLE	13	0
PACKWOOD	9	0
ASHFORD	9	0
YACOLT	13	1
ORTING	31	2
SOUTH PRAIRIE	18	0
CONNELL	19	0
MESA	5	0
BASIN CITY	3	0
ELTOPIA	4	0
MATHEWS CORNER	1	0
KAHLOTUS	3	0
WASHTUCNA	2	0
LIND	8	0
STARBUCK	0	0
EUREKA	4	0
ROYAL CITY	11	1
LOPEZ/SHAW ISLAND	17	0
PUGET ISLAND	1	0
RAYMOND	15	0
RAYMOND/LEBAM	10	1
CATHLAMET	10	0
SOUTH BEND	16	0
OCOSTA	4	0
CURTIS	6	0
PE ELL	14	0
VADER	17	0
LAKEBAY (includes 1302)	42	0
MCCLEARY	13	0
ELMA	31	0
MONTESANO	20	0
KINGSTON	21	0
HANSVILLE	4	0
TWISP	10	0
WINTHROP	9	0
VASHON	14	0
NORTH VASHON	10	0

**(4) Installation or Activation of Basic Service
Attachment A for January 2009**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	53	0
E.W.U.	0	0
SPANGLE	4	0
MEDICAL LAKE	14	0
REARDAN	5	0
DAVENPORT	19	0
CRESTON	1	0
HUNTERS/INCHELIUM	10	0
VALLEY	11	0
CHEWELAH	30	0
KETTLE FALLS	25	0
WILBUR	6	0
ODESSA	4	0
HARRINGTON	2	0
ALMIRA	3	0
COULEE CITY	3	0
WILSON CREEK	1	0
NESPELEM	17	0
RITZVILLE-BENGE	12	0
SPRAGUE	4	0
EDWALL-TYLER	1	0
NORTHBEND	42	0
SNOQUALMIE PASS	6	0
FALL CITY	18	0
CARNATION	8	0
SNOQUALMIE RIDGE	9	0
AMES LAKE	1	0
FRIDAY HARBOR	44	1
EAST SOUND	30	0
BLAKELY ISLAND/DECATURE	8	0
FORKS	40	0
NEAH BAY	11	0
BEAVER	5	0
CLALLAM BAY	2	0
CLEARWATER	1	0
PACIFIC BEACH	11	0
LAKE QUINAULT	1	0
HUMPTULIPS	6	0
COWICHE	12	0
TIETON	9	0
RIMROCK	0	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

January 2009

EXCHANGE	TOTAL EXCLUDED	REASON
Harrington	17	17 - Winter snow and ice/fog storm creating power outages and downed lines
Creston	20	20 - Winter snow and ice/fog storm creating power outages and downed lines
Glenoma	9	8 due to natural causes and 1 to other workmen



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
January 2009

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
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