



March 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 - February, 2009

Dear Ms. Russell:

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

2009 APR -1 AM 8:03
STATION
UTL
CENTURYTEL



Trouble Ticket Report

February 2009

EXCHANGE	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	February		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	0.98%	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	4	1.03%	
AMES LAKE	0.62%	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	4	0.67%	
ARLETTA	0.77%	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	10	0.48%	
ASHFORD	0.87%	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	18	1.77%	
BASIN CITY	0.32%	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	4	0.70%	
BEAVER	0.00%	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0	0.00%	
BLAKELY ISL	0.60%	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	1	0.29%	
CARNATION	0.66%	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	10	0.74%	
CATHLAMET	0.80%	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	8	0.60%	
CHENEY / EWU	1.09%	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	13	0.30%	
CHEWELAH / VALLEY	1.84%	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	27	0.67%	
CHINOOK	1.98%	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	1	0.26%	
CLALLAM BAY	0.45%	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	1	0.16%	
CLEARWATER	0.00%	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0	0.00%	
CONNELL	0.28%	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	3	0.22%	
COULEE CITY	1.31%	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	2	0.27%	
COWICHE	0.21%	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	2	0.22%	
CRESTON	1.27%	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	2	0.52%	
CURTIS	1.74%	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	6	1.37%	
DAVENPORT	0.95%	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	9	0.46%	
EASTSOUND	0.60%	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	39	0.85%	
EDWALL-TYLER	2.27%	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	8	2.02%	



Trouble Ticket Report

February 2009

EXCHANGE	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	February	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Trouble Tickets													
ELMA	1.14%	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	30	0.85%
ELTOPIA	0.37%	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	1	0.38%
EUREKA	0.98%	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	3	0.98%
FALL CITY	1.03%	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	16	0.63%
FORKS	0.46%	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	12	0.35%
FOX ISLAND	0.46%	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	5	0.45%
FRIDAY HARBOR	0.59%	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	35	0.55%
GIG HARBOR	0.56%	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	91	0.48%
GLENOMA	1.26%	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	5	1.40%
HANSVILLE	0.68%	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	4	0.26%
HARRINGTON	0.98%	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	2	0.50%
HUMPTULIPS	1.18%	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	2	0.61%
INCHELIUM/HUNTERS	0.76%	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	7	0.49%
KAHLOTUS	0.55%	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	2	1.16%
KETTLE FALLS	0.50%	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	11	0.43%
KINGSTON	0.67%	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	21	0.52%
LAKE QUINAULT	2.54%	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	3	0.53%
LAKEBAY	1.47%	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	45	0.89%
LIND	0.65%	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	1	0.23%
LONG BEACH	1.09%	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	27	0.71%
LOPEZ	0.72%	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	16	0.67%
MATHEWS CORNER	0.69%	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	1	0.24%



Trouble Ticket Report

February 2009

	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	February		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
EXCHANGE															
MCCLEARY	0.65%	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	9	0.90%	
MEDICAL LAKE	1.33%	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	24	0.88%	
MESA	0.70%	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	1	0.40%	
MINERAL	1.53%	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	3	0.91%	
MONTESANO	0.95%	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	16	0.54%	
MORTON	0.74%	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	15	1.03%	
NEAH BAY	0.53%	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	1	0.11%	
NESPELEM	2.08%	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	8	1.34%	
NORTH BEND 831/888	0.60%	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	44	0.73%	
NORTH VASHON	0.87%	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	17	1.61%	
OCEAN PARK	1.52%	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	47	1.47%	
OCOSTA	1.59%	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	1	0.33%	
ODESSA	0.87%	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	6	0.77%	
ORTING	0.91%	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	60	1.31%	
PACIFIC BEACH	0.30%	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	5	0.50%	
PACKWOOD	0.09%	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	4	0.40%	
PE ELL	3.07%	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	6	0.79%	
PUGET ISLAND	1.26%	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	1	0.26%	
RANDLE	1.52%	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	4	0.43%	



Trouble Ticket Report

February 2009

EXCHANGE	February 2009												February		
	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
RAYMOND--LEBAM	1.28%	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	22	0.82%	
REARDAN	0.85%	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	14	1.20%	
RIMROCK/WHITEPASS	0.35%	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	1	0.37%	
RITZVILLE-BENGE	0.92%	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	4	0.28%	
ROYAL CITY	0.77%	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	10	0.57%	
SNOQUALMIE RIDGE 396	0.27%	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	4	0.31%	
SNOQUALMIE PASS 434	0.00%	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	6	1.45%	
SOUTH BEND	0.96%	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	10	0.73%	
SOUTH PRAIRIE	1.16%	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	28	1.58%	
SPANGLE	3.49%	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	6	1.30%	
SPRAGUE	0.42%	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	3	0.67%	
STARBUCK	2.31%	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0	0.00%	
TIETON	0.28%	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	2	0.27%	
TWISP	0.40%	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	8	0.41%	
VADER	0.33%	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	6	0.67%	
VASHON	0.62%	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	26	0.63%	
WASHTUCNA	0.41%	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	3	1.28%	
WILBUR	0.74%	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	10	1.08%	
WILSON CREEK	0.30%	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	3	0.93%	
WINTHROP	0.49%	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	7	0.32%	
YACOLT	1.90%	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	16	0.97%	
GRAND TOTAL	0.86%	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	973	0.67%	



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
February 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

Quality of Service

February 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,441	259	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - February 2009	
Quarterly Report:		
Bi-Annual Report		

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
------------------	------

(7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

(8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

(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)
521	2	519	514	5
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)
454	0	454	450	4

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	64	1
OCEAN PARK	28	0
CHINOOK	8	0
GIG HARBOR	119	0
FOX ISLAND	6	0
ARLETTA	10	0
MORTON	39	0
MINERAL	1	0
GLENOMA	5	0
RANDLE	11	0
PACKWOOD	6	0
ASHFORD	11	0
YACOLT	17	0
ORTING	51	0
SOUTH PRAIRIE	16	1
CONNELL	19	0
MESA	1	0
BASIN CITY	3	0
ELTOPIA	0	0
MATHEWS CORNER	1	0
KAHLOTUS	2	0
WASHTUCNA	2	0
LIND	4	0
STARBUCK	1	0
EUREKA	4	0
ROYAL CITY	29	0
LOPEZ/SHAW ISLAND	16	0
PUGET ISLAND	3	0
RAYMOND	31	0
RAYMOND/LEBAM	11	0
CATHLAMET	4	0
SOUTH BEND	14	0
OCOSTA	4	0
CURTIS	4	0
PE ELL	14	0
VADER	11	0
LAKEBAY (includes 1302)	48	1
MCCLEARY	8	0
ELMA	34	0
MONTESANO	12	0
KINGSTON	29	0
HANSVILLE	11	0
TWISP	14	0
WINTHROP	17	0
VASHON	31	0
NORTH VASHON	7	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	47	2
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	40	0
REARDAN	4	0
DAVENPORT	12	0
CRESTON	0	0
HUNTERS/INCHELIUM	21	0
VALLEY	6	1
CHEWELAH	28	0
KETTLE FALLS	17	0
WILBUR	4	0
ODESSA	1	0
HARRINGTON	6	0
ALMIRA	0	0
COULEE CITY	6	0
WILSON CREEK	1	0
NESPELEM	19	0
RITZVILLE-BENGE	16	0
SPRAGUE	9	0
EDWALL-TYLER	1	0
NORTHBEND	41	0
SNOQUALMIE PASS	2	0
FALL CITY	13	0
CARNATION	5	0
SNOQUALMIE RIDGE	6	0
AMES LAKE	1	0
FRIDAY HARBOR	48	0
EAST SOUND	59	0
BLAKELY ISLAND/DECATURE	4	0
FORKS	37	0
NEAH BAY	10	0
BEAVER	2	0
CLALLAM BAY	3	0
CLEARWATER	5	0
PACIFIC BEACH	17	0
LAKE QUINAULT	6	0
HUMPTULIPS	4	0
COWICHE	6	2
TIETON	14	0
RIMROCK	1	0