



April 7, 2009

RECEIVED

APR 16 2009

WASH. UT. & TP. COMM

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT  
Revised report for January 2009

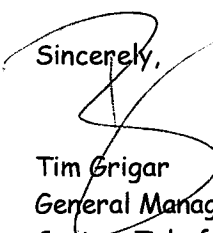
RECEIVED  
2009 APR 16 AM 8:09  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Dear Ms. Russell:

Enclosed please find the revised January Quality of Service Report showing the correct figure for "Total of Net Trouble Cleared in 72 Hours (Appts Met); and the revised January Trouble Ticket report, which now shows the % of Trouble Tickets column, which was hidden on the original report.

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

# 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	735	28

revised 4/7/09



# Trouble Ticket Report

Revised 4-7-09

## 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
													% of Trouble Tickets	
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	3.31%
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	0.49%
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	1.04%
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	1.27%
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	0.17%
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	0.49%
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	1.47%
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	1.82%
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	1.26%
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	1.14%
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	1.55%
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	2.06%
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	1.13%
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	1.36%
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	0.29%
COULEE 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	1.08%
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	0.22%
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	1.54%
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	3.20%
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	1.93%
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	0.96%
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	1.51%
ELMA	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	1.56%

ELMA P-VIPEE Service Quality Reports for 2009, January Trouble Report 2009



# Trouble Ticket Report

Revised 4-7-09

## 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	
EXCHANGE														
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	0.38%
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	0.99%
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	1.51%
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	0.38%
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	0.90%
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	0.57%
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	0.72%
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	3.06%
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	0.46%
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	0.75%
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	0.60%
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	0.55%
KAHOTUS	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	0.58%
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	0.75%
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	0.56%
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	1.40%
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	1.31%
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	0.23%
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	1.02%
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	1.43%
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	0.95%
MCCLEARY	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	1.10%
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	0.99%

FAVEEP Service Quality Reports WASHINGTON Reports for 2009 January Trouble Report 2009



# Trouble Ticket Report

Revised 4-7-09

## January 2009

EXCHANGE	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
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	1.18%
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	3.27%
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	1.20%
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	3.56%
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	0.22%
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	3.01%
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	1.57%
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	1.21%
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	1.84%
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	0.33%
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	1.40%
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	1.39%
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	0.40%
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	1.66%
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	0.27%
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	1.05%
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	3.14%
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	1.49%
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	3.58%
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	1.11%
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	0.96%
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	0.63%
SNOQUALMIE RIDGE 886 P-VAPEE Service Quality Reports WASHINGT ON 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	0.23%



# Trouble Ticket Report

Revised 4-7-09

## 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	% of Trouble Tickets
EXCHANGE															
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	1.91%	
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	1.16%	
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	2.51%	
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	3.44%	
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	1.12%	
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	1.60%	
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	0.55%	
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	0.36%	
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	1.01%	
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	1.42%	
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	0.00%	
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	2.47%	
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	2.46%	
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	0.14%	
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	1.33%	
<b>GRAND TOTAL</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>0.98%</b>	<b>1,673</b>	<b>1.15%</b>	