



April 15, 2009

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

STATE OF WASHINGTON
UTILITY AND
COMMUNICATIONS
2009 APR 28 AM 8:27

Attention: Kristen Russell
Robert Williamson

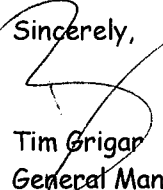
Reference: SERVICE QUALITY PERFORMANCE REPORT - March, 2009

Dear Ms. Russell:

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



Trouble Ticket Report

March 2009

EXCHANGE	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	March	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	
ALMIRA	0.99%	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	3	0.78%
AMES LAKE	0.77%	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	5	0.84%
ARLETTA	0.58%	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	12	0.59%
ASHFORD	1.35%	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	11	1.08%
BASIN CITY	0.49%	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	4	0.70%
BEAVER	0.23%	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	2	0.49%
BLAKELY ISL	0.00%	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0	0.00%
CARNATION	1.19%	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	14	1.05%
CATHLAMET	0.95%	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	14	1.05%
CHENEY / EWU	0.69%	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	30	0.69%
CHEWELAH / VALLEY	0.67%	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	34	0.85%
CHINOOK	1.49%	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	2	0.52%
CLALLAM BAY	0.90%	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	2	0.32%
CLEARWATER	2.07%	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0	0.00%
CONNELL	0.57%	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	13	0.93%
COULEE CITY	0.26%	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	6	0.81%
COWICHE	0.42%	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	1	0.11%
CRESTON	1.01%	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	5	1.29%
CURTIS	1.09%	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	6	1.38%
DAVENPORT	1.05%	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	20	1.03%
EASTSOUND	0.53%	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	35	0.77%
EDWALL-TYLER	1.01%	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	4	1.02%



Trouble Ticket Report

March 2009

EXCHANGE	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	March		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELMA	1.04%	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	28	0.80%	
ELTOPIA	0.37%	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0	0.00%	
EUREKA	0.98%	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	1	0.34%	
FALL CITY	1.00%	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	18	0.71%	
FORKS	0.14%	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	14	0.41%	
FOX ISLAND	0.32%	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	10	0.92%	
FRIDAY HARBOR	0.44%	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	47	0.74%	
GIG HARBOR	0.48%	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	91	0.49%	
GLENOMA	3.58%	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	5	1.40%	
HANSVILLE	0.50%	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	5	0.33%	
HARRINGTON	0.74%	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	5	1.25%	
HUMPTULIPS	1.18%	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	2	0.61%	
INCHELIUM/HUNTERS	0.69%	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	4	0.28%	
KAHLOTUS	1.14%	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	1	0.58%	
KETTLE FALLS	0.54%	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	12	0.48%	
KINGSTON	0.35%	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	12	0.30%	
LAKE QUINAULT	1.19%	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	6	1.06%	
LAKEBAY	0.96%	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	64	1.28%	
LIND	0.22%	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	2	0.45%	
LONG BEACH	0.69%	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	24	0.63%	
LOPEZ	0.80%	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	19	0.80%	
MATHEWS CORNER	1.38%	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	5	1.21%	



Trouble Ticket Report

March 2009

EXCHANGE	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	March	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	
MCCLEARY	0.74%	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	3	0.30%
MEDICAL LAKE	1.33%	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	13	0.48%
MESA	1.07%	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	1	0.40%
MINERAL	9.20%	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	3	0.92%
MONTESANO	0.59%	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	9	0.30%
MORTON	0.20%	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	14	0.97%
NEAH BAY	0.21%	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	1	0.11%
NESPELEM	2.09%	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	3	0.50%
NORTH BEND 8317/888	0.50%	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	48	0.81%
NORTH VASHON	1.05%	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	5	0.48%
OCEAN PARK	1.11%	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	30	0.94%
OCOSTA	0.32%	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	3	1.00%
ODESSA	0.37%	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	7	0.89%
ORTING	0.74%	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	58	1.29%
PACIFIC BEACH	0.39%	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	5	0.51%
PACKWOOD	0.09%	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	7	0.70%
PE ELL	3.21%	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	7	0.93%
PUGET ISLAND	2.51%	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	13	3.47%
RANDLE	0.71%	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	11	1.19%



Trouble Ticket Report

March 2009

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													Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAM	1.03%	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	24	0.90%	
REARDAN	1.02%	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	11	0.94%	
RIMROCK/WHITEPASS	0.35%	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0	0.00%	
RITZVILLE-BENGE	0.33%	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	6	0.41%	
ROYAL CITY	0.83%	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	12	0.69%	
SNOQUALMIE RIDGE 396	0.20%	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	4	0.31%	
SNOQUALMIE PASS 434	1.17%	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	6	1.47%	
SOUTH BEND	0.69%	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	17	1.24%	
SOUTH PRAIRIE	0.92%	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	24	1.37%	
SPANGLE	0.82%	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	8	1.75%	
SPRAGUE	0.43%	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	6	1.33%	
STARBUCK	0.76%	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	1	0.81%	
TIETON	1.38%	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	3	0.41%	
TWISP	0.50%	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	12	0.62%	
VADER	0.44%	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	9	1.00%	
VASHON	0.75%	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	19	0.46%	
WASHTUCNA	1.22%	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	2	0.85%	
WILBUR	0.84%	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	12	1.30%	
WILSON CREEK	1.20%	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	7	2.15%	
WINTHROP	0.32%	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	11	0.51%	
YACOLT	0.89%	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	5	0.30%	
GRAND TOTAL	0.71%	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	0.67%	1,038	0.72%	

Quality of Service

March 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,311	256	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - March 2009	
Quarterly Report:	See Attachment B - March 2009	
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)
560	2	558	553	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)
482	2	480	476	4

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	57	0
OCEAN PARK	28	1
CHINOOK	6	1
GIG HARBOR	101	1
FOX ISLAND	5	0
ARLETTA	7	0
MORTON	25	0
MINERAL	2	0
GLENOMA	4	0
RANDLE	1	0
PACKWOOD	6	0
ASHFORD	12	0
YACOLT	14	0
ORTING	46	0
SOUTH PRAIRIE	13	0
CONNELL	28	0
MESA	6	0
BASIN CITY	7	0
ELTOPIA	9	0
MATHEWS CORNER	3	0
KAHLOTUS	2	0
WASHTUCNA	2	0
LIND	5	0
STARBUCK	2	0
EUREKA	1	0
ROYAL CITY	15	0
LOPEZ/SHAW ISLAND	21	0
PUGET ISLAND	2	0
RAYMOND	15	0
RAYMOND/LEBAM	13	0
CATHLAMET	14	0
SOUTH BEND	20	0
OCOSTA	3	0
CURTIS	6	0
PE ELL	6	0
VADER	14	0
LAKEBAY (includes 1302)	56	1
MCCLEARY	9	0
ELMA	32	0
MONTESANO	26	0
KINGSTON	34	0
HANSVILLE	8	0
TWISP	18	0
WINTHROP	16	0
VASHON	26	0
NORTH VASHON	6	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	52	0
E.W.U.	0	0
SPANGLE	3	0
MEDICAL LAKE	32	0
REARDAN	9	0
DAVENPORT	19	0
CRESTON	5	0
HUNTERS/INCHELIUM	14	1
VALLEY	1	0
CHEWELAH	30	0
KETTLE FALLS	21	0
WILBUR	1	1
ODESSA	11	0
HARRINGTON	5	0
ALMIRA	2	0
COULEE CITY	1	0
WILSON CREEK	5	0
NESPELEM	14	0
RITZVILLE-BENGE	17	0
SPRAGUE	4	0
EDWALL-TYLER	1	0
NORTHBEND	49	0
SNOQUALMIE PASS	4	0
FALL CITY	13	0
CARNATION	6	0
SNOQUALMIE RIDGE	7	0
AMES LAKE	3	0
FRIDAY HARBOR	71	0
EAST SOUND	57	0
BLAKELY ISLAND/DECATURE	3	0
FORKS	26	0
NEAH BAY	11	0
BEAVER	6	0
CLALLAM BAY	3	0
CLEARWATER	2	0
PACIFIC BEACH	8	0
LAKE QUINAULT	6	0
HUMPTULIPS	4	0
COWICHE	12	0
TIETON	16	0
RIMROCK	1	0

**(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2009**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (March Snapshot)
LONG BEACH	166	2
OCEAN PARK	99	0
CHINOOK	23	0
GIG HARBOR	328	0
FOX ISLAND	17	0
ARLETTA	22	0
MORTON	87	0
MINERAL	7	0
GLENOMA	15	0
RANDLE	25	0
PACKWOOD	21	0
ASHFORD	32	0
YACOLT	44	1
ORTING	128	2
SOUTH PRAIRIE	47	1
CONNELL	66	0
MESA	12	0
BASIN CITY	13	0
ELTOPIA	13	0
MATHEWS CORNER	5	0
KAHLOTUS	7	0
WASHTUCNA	6	0
LIND	17	0
STARBUCK	3	0
EUREKA	9	0
ROYAL CITY	55	1
LOPEZ/SHAW ISLAND	54	0
PUGET ISLAND	6	0
RAYMOND	61	0
RAYMOND/LEBAM	34	1
CATHLAMET	28	0
SOUTH BEND	50	0
OCOSTA	11	0
CURTIS	16	0
PE ELL	34	0
VADER	42	0
LAKEBAY (includes 1302)	146	1
MCCLEARY	30	0
ELMA	97	0
MONTESANO	58	0
KINGSTON	84	0
HANSVILLE	23	0
TWISP	42	0
WINTHROP	42	0
VASHON	71	0
NORTH VASHON	23	0
CHENEY	152	2

(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2009

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (March Snapshot)
E.W.U.	0	0
SPANGLE	12	0
MEDICAL LAKE	86	0
REARDAN	18	0
DAVENPORT	50	0
CRESTON	6	0
HUNTERS/INCHELIUM	45	0
VALLEY	18	1
CHEWELAH	88	0
KETTLE FALLS	63	0
WILBUR	11	0
ODESSA	16	0
HARRINGTON	13	0
ALMIRA	5	0
COULEE CITY	10	0
WILSON CREEK	7	0
NESPELEM	50	0
RITZVILLE-BENGE	45	0
SPRAGUE	17	0
EDWALL-TYLER	3	0
NORTHBEND	132	0
SNOQUALMIE PASS	12	0
FALL CITY	44	0
CARNATION	19	0
SNOQUALMIE RIDGE	22	0
AMES LAKE	5	0
FRIDAY HARBOR	163	1
EAST SOUND	146	0
BLAKELY ISLAND/DECATURE	15	0
FORKS	103	0
NEAH BAY	32	0
BEAVER	13	0
CLALLAM BAY	8	0
CLEARWATER	8	0
PACIFIC BEACH	36	0
LAKE QUINAULT	13	0
HUMPTULIPS	14	0
COWICHE	30	2
TIETON	39	0
RIMROCK	2	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 2009

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Nespelem	September 2008	24 - Power failures in Keller area and aging analog carriers