



May 27, 2009

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

Attention: Kristen Russell
Robert Williamson


Reference: SERVICE QUALITY PERFORMANCE REPORT - April, 2009

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 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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Trouble Ticket Report

April 2009

EXCHANGE	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	April		Trouble Tickets Moved to Lower Index: Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.96%	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	6	1.55%	
AMES LAKE	0.46%	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	3	0.50%	
ARLETTA	0.29%	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	16	0.79%	
ASHFORD	0.96%	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	16	1.57%	
BASIN CITY	0.49%	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	4	0.70%	
BEAVER	0.23%	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	1	0.24%	
BLAKELY ISL	0.30%	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	1	0.29%	
CARNATION	0.54%	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	10	0.75%	
CATHLAMET	0.95%	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	12	0.90%	
CHENEY / EWU	0.51%	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	15	0.34%	
CHEWELAH / VALLEY	0.82%	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	44	1.09%	
CHINOOK	0.74%	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	5	1.29%	
CLALLAM BAY	0.45%	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	2	0.32%	
CLEARWATER	1.36%	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0	0.00%	
CONNELL	0.35%	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	13	0.93%	
COULLEE CITY	0.80%	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	6	0.81%	
COWICHE	0.42%	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	3	0.33%	
CRESTON	0.50%	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0	0.00%	
CURTIS	1.74%	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	2	0.46%	
DAVENPORT	0.90%	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	23	1.18%	
EASTSOUND	0.68%	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	55	1.21%	
EDWALL-TYLER	0.51%	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	2	0.51%	



Trouble Ticket Report

April 2009

EXCHANGE	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	April		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
ELMA	0.87%	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	29	0.83%	
ELTOPIA	1.12%	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0	0.00%	
EUREKA	1.30%	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	2	0.67%	
FALL CITY	0.76%	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	19	0.75%	
FORKS	0.17%	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	9	0.27%	
FOX ISLAND	0.32%	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	2	0.18%	
FRIDAY HARBOR	0.77%	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	38	0.60%	
GIG HARBOR	0.41%	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	87	0.47%	
GLENOMA	1.04%	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	5	1.40%	
HANSVILLE	0.88%	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	12	0.80%	
HARRINGTON	1.22%	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	5	1.25%	
HUMPTULIPS	0.60%	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	2	0.61%	
INCHELJUM/HUNTERS	0.82%	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	7	0.49%	
KAHLOTUS	0.00%	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	1	0.58%	
KETTLE FALLS	0.84%	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	12	0.48%	
KINGSTON	0.81%	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	26	0.65%	
LAKE QUINAULT	0.85%	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	2	0.35%	
LAKEBABAY	0.98%	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	40	0.80%	
LIND	0.00%	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	2	0.45%	
LONG BEACH	0.56%	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	28	0.73%	
LOPEZ	1.31%	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	23	0.97%	
MATTHEWS CORNER	0.46%	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	4	0.97%	



Trouble Ticket Report

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													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
MCCLEARY	0.66%	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	8	0.81%	
MEDICAL LAKE	0.70%	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	12	0.44%	
MESA	0.00%	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	3	1.19%	
MINERAL	1.85%	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	5	1.53%	
MONTESANO	0.50%	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	11	0.37%	
MORTON	0.74%	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	9	0.63%	
NEAH BAY	0.42%	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	5	0.55%	
NESPELEM	0.81%	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	6	0.99%	
NORTH BEND 831/888	0.51%	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	40	0.67%	
NORTH VASHON	0.35%	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	11	1.05%	
OCEAN PARK	0.99%	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	26	0.82%	
OCCOSTA	0.96%	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	2	0.66%	
ODESSA	0.62%	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	6	0.76%	
ORTING	0.81%	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	42	0.93%	
PACIFIC BEACH	0.68%	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	5	0.51%	
PACKWOOD	0.45%	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	4	0.40%	
PELL	1.34%	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	3	0.40%	
PUGET ISLAND	2.00%	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	4	1.07%	
RANDLE	0.72%	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	2	0.22%	



Trouble Ticket Report

April 2009

EXCHANGE	April 2009												April		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAM	0.46%	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	15	0.56%	
REARDAN	0.68%	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	20	1.71%	
RIMROCK-WHITEPASS	0.00%	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	1	0.38%	
RITZVILLE-BENGE	0.26%	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	8	0.55%	
ROYAL CITY	0.22%	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	8	0.46%	
SNOQUALMIE RIDGE 896	0.27%	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	1	0.08%	
SNOQUALMIE PASS 484	0.48%	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	3	0.74%	
SOUTH BEND	1.03%	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	3	0.22%	
SOUTH PRAIRIE	1.03%	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	12	0.69%	
SPANGLER	1.65%	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	4	0.87%	
SPRAGUE	0.64%	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	5	1.11%	
STARBUCK	3.08%	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0	0.00%	
TJETON	0.28%	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	5	0.68%	
TWISP	0.46%	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	12	0.62%	
VADER	1.43%	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	5	0.56%	
VASHON	0.78%	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	34	0.83%	
WASHTUONA	0.41%	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0	0.00%	
WILBUR	0.84%	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	6	0.65%	
WILSON CREEK	1.19%	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	1	0.31%	
WINTHROP	0.22%	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	9	0.41%	
YACOLT	0.41%	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	16	0.97%	
GRAND TOTAL	0.66%	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	0.67%	0.72%	966	0.67%	

Quality of Service

April 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,564	174	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - April 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)
539	1	538	534	4
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)
428	0	428	425	3

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	44	0
OCEAN PARK	31	0
CHINOOK	10	0
GIG HARBOR	118	0
FOX ISLAND	3	0
ARLETTA	15	0
MORTON	18	0
MINERAL	8	0
GLENOMA	6	0
RANDLE	7	0
PACKWOOD	6	0
ASHFORD	16	0
YACOLT	13	0
ORTING	51	0
SOUTH PRAIRIE	8	0
CONNELL	16	0
MESA	5	0
BASIN CITY	9	0
ELTOPIA	4	0
MATHEWS CORNER	7	0
KAHLOTUS	1	0
WASHTUCNA	4	0
LIND	4	0
STARBUCK	0	0
EUREKA	1	0
ROYAL CITY	21	0
LOPEZ/SHAW ISLAND	28	0
PUGET ISLAND	7	0
RAYMOND	9	0
RAYMOND/LEBAM	15	0
CATHLAMET	12	0
SOUTH BEND	12	0
OCOSTA	4	0
CURTIS	7	0
PE ELL	4	0
VADER	9	0
LAKEBAY (includes 1302)	55	0
MCCLEARY	11	0
ELMA	30	0
MONTESANO	12	0
KINGSTON	27	0
HANSVILLE	9	0
TWISP	18	0
WINTHROP	27	0
VASHON	21	0
NORTH VASHON	4	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	55	0
E.W.U.	0	0
SPANGLE	7	0
MEDICAL LAKE	36	0
REARDAN	7	0
DAVENPORT	30	2
CRESTON	3	0
HUNTERS/INCHELIUM	21	0
VALLEY	6	0
CHEWELAH	29	1
KETTLE FALLS	30	2
WILBUR	4	0
ODESSA	6	0
HARRINGTON	7	0
ALMIRA	2	0
COULEE CITY	11	0
WILSON CREEK	0	0
NESPELEM	14	0
RITZVILLE-BENGE	15	0
SPRAGUE	6	0
EDWALL-TYLER	2	0
NORTHBEND	52	0
SNOQUALMIE PASS	3	0
FALL CITY	15	0
CARNATION	3	0
SNOQUALMIE RIDGE	8	0
AMES LAKE	3	0
FRIDAY HARBOR	59	1
EAST SOUND	50	0
BLAKELY ISLAND/DECATURE	4	0
FORKS	40	0
NEAH BAY	6	0
BEAVER	8	0
CLALLAM BAY	9	0
CLEARWATER	3	0
PACIFIC BEACH	8	0
LAKE QUINAULT	4	0
HUMPTULIPS	1	0
COWICHE	9	0
TIETON	16	0
RIMROCK	1	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 2009

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