



Trouble Ticket Report

May 2009

EXCHANGE	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	0.25%	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	4	1.07%	
AMES LAKE	0.47%	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	2	0.35%	
ARLETTA	0.43%	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	14	0.67%	
ASHFORD	1.33%	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	11	1.04%	
BASIN CITY	1.14%	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	6	0.98%	
BEAVER	0.92%	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0	0.00%	
BLAKELY ISL	0.30%	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	2	0.57%	
CARNATION	0.81%	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	13	1.02%	
CATHLAMET	1.24%	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	14	1.08%	
CHENEY / EWU	0.60%	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	20	0.51%	
CHEWELAH / VALLEY	0.84%	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	26	0.65%	
CHINOOK	0.49%	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	1	0.25%	
CLALLAM BAY	0.60%	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	4	0.65%	
CLEARWATER	0.00%	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0	0.00%	
CONNELL	0.21%	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	8	0.64%	
COULEE CITY	0.92%	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	6	0.81%	
COWICHE	1.16%	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	2	0.23%	
CRESTON	1.76%	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	5	1.34%	
CURTIS	0.00%	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	1	0.25%	
DAVENPORT	1.06%	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	16	0.79%	
EASTSOUND	0.68%	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	37	0.82%	
EDWALL-TYLER	1.01%	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	9	2.16%	



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													Trouble Tickets		
ELMA	0.77%	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	27	0.80%	
ELTOPIA	1.12%	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	6	2.20%	
EUREKA	0.97%	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	3	1.05%	
FALL CITY	0.94%	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	28	1.14%	
FORKS	0.20%	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	7	0.20%	
FOX ISLAND	0.24%	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	4	0.37%	
FRIDAY HARBOR	0.94%	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	39	0.61%	
GIG HARBOR	0.53%	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	85	0.49%	
GLENOMA	1.32%	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	2	0.56%	
HANSVILLE	0.31%	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	4	0.26%	
HARRINGTON	1.72%	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	6	1.47%	
HUMPTULIPS	0.60%	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	6	1.97%	
INCHELIUM/HUNTERS	1.01%	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	8	0.58%	
KAHLOTUS	2.27%	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	1	0.58%	
KETTLE FALLS	0.88%	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	15	0.59%	
KINGSTON	0.60%	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	31	0.79%	
LAKE QUINAULT	0.85%	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	6	1.13%	
LAKEBAY	0.85%	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	39	0.75%	
LIND	0.45%	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	3	0.67%	
LONG BEACH	0.61%	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	16	0.42%	
LOPEZ	0.51%	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	21	0.88%	
MATHEWS CORNER	0.69%	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	5	1.15%	



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MCCLEARY	0.76%	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	6	0.63%	
MEDICAL LAKE	0.74%	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	20	0.70%	
MESA	0.00%	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	2	0.81%	
MINERAL	0.61%	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	4	1.17%	
MONTESANO	0.66%	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	15	0.50%	
MORTON	0.34%	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	10	0.71%	
NEAH BAY	0.32%	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	5	0.54%	
NESPELEM	1.76%	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	18	2.59%	
NORTH BEND 831/888	0.42%	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	42	0.72%	
NORTH VASHON	0.71%	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	10	0.95%	
OCEAN PARK	0.93%	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	26	0.80%	
OCOSTA	1.90%	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	5	1.75%	
ODESSA	1.85%	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	9	1.12%	
ORTING	0.84%	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	49	1.13%	
PACIFIC BEACH	1.58%	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	6	0.61%	
PACKWOOD	0.27%	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	1	0.10%	
PE ELL	1.20%	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	6	0.79%	
PUGET ISLAND	1.25%	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	6	1.56%	
RANDLE	0.62%	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	9	0.93%	



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													Trouble Tickets		
RAYMOND-LEBAM	0.57%	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	20	0.75%	
REARDAN	0.76%	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	7	0.59%	
RIMROCK/WHITEPASS	0.00%	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0	0.00%	
RITZVILLE-BENGE	0.59%	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	13	0.85%	
ROYAL CITY	0.61%	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	15	0.87%	
SNOQUALMIE RIDGE 396	0.27%	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	2	0.15%	
SNOQUALMIE PASS 434	1.21%	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	3	0.70%	
SOUTH BEND	0.48%	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	4	0.30%	
SOUTH PRAIRIE	0.70%	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	27	1.64%	
SPANGLE	1.03%	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	7	1.47%	
SPRAGUE	1.71%	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	2	0.44%	
STARBUCK	0.78%	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	1	0.88%	
TIETON	0.14%	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	3	0.38%	
TWISP	1.01%	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	18	0.99%	
VADER	1.43%	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	6	0.69%	
VASHON	0.83%	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	26	0.64%	
WASHTUCNA	0.41%	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0	0.00%	
WILBUR	0.53%	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	15	1.69%	
WILSON CREEK	1.19%	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	3	0.95%	
WINTHROP	0.67%	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	13	0.56%	
YACOLT	0.77%	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	9	0.55%	
GRAND TOTAL	0.71%	0.74%	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	0.67%	0.72%	0.67%	1006	0.71%	

Quality of Service

May 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,785	191	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - May 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)
561	2	559	555	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)
448	1	447	443	4

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	47	0
OCEAN PARK	24	0
CHINOOK	7	0
GIG HARBOR	121	0
FOX ISLAND	7	0
ARLETTA	12	0
MORTON	10	0
MINERAL	9	0
GLENOMA	4	0
RANDLE	7	0
PACKWOOD	11	0
ASHFORD	20	0
YACOLT	11	0
ORTING	46	0
SOUTH PRAIRIE	12	0
CONNELL	13	0
MESA	3	0
BASIN CITY	2	0
ELTOPIA	5	0
MATHEWS CORNER	7	0
KAHLOTUS	1	0
WASHTUCNA	1	0
LIND	3	0
STARBUCK	1	0
EUREKA	3	0
ROYAL CITY	23	0
LOPEZ/SHAW ISLAND	23	1
PUGET ISLAND	5	0
RAYMOND	14	0
RAYMOND/LEBAM	6	0
CATHLAMET	16	0
SOUTH BEND	13	0
OCOSTA	7	0
CURTIS	4	0
PE ELL	5	0
VADER	8	0
LAKEBAY (includes 1302)	62	0
MCCLEARY	5	0
ELMA	32	0
MONTESANO	20	0
KINGSTON	34	0
HANSVILLE	12	0
TWISP	19	0
WINTHROP	17	0
VASHON	29	0
NORTH VASHON	12	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	58	1
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	28	0
REARDAN	7	0
DAVENPORT	22	2
CRESTON	4	0
HUNTERS/INCHELIUM	16	0
VALLEY	8	0
CHEWELAH	36	0
KETTLE FALLS	22	0
WILBUR	5	0
ODESSA	4	0
HARRINGTON	1	0
ALMIRA	2	0
COULEE CITY	5	0
WILSON CREEK	2	0
NESPELEM	12	0
RITZVILLE-BENGE	14	0
SPRAGUE	8	0
EDWALL-TYLER	8	0
NORTHBEND	32	1
SNOQUALMIE PASS	5	1
FALL CITY	14	0
CARNATION	8	0
SNOQUALMIE RIDGE	7	0
AMES LAKE	0	0
FRIDAY HARBOR	67	0
EAST SOUND	47	0
BLAKELY ISLAND/DECATURE	12	0
FORKS	37	0
NEAH BAY	6	0
BEAVER	10	0
CLALLAM BAY	4	0
CLEARWATER	2	0
PACIFIC BEACH	11	0
LAKE QUINAULT	7	0
HUMPTULIPS	4	0
COWICHE	6	0
TIETON	10	0
RIMROCK	1	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

May 2009

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in May



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
May 2009

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