



# Trouble Ticket Report

## June 2009

EXCHANGE	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	June	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	0.99%	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	1.07%	7	1.87%	
AMES LAKE	1.60%	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	0.35%	7	1.21%	
ARLETTA	0.86%	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	0.67%	13	0.63%	
ASHFORD	2.09%	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	1.04%	22	2.08%	
BASIN CITY	0.65%	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	0.98%	6	0.98%	
BEAVER	0.00%	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0.00%	0	0.00%	
BLAKELY ISL	2.06%	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	0.57%	6	1.71%	
CARNATION	0.83%	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	1.02%	14	1.11%	
CATHLAMET	0.95%	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	1.08%	21	1.61%	
CHENEY / EWU	0.68%	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	0.51%	32	0.83%	
CHEWELAH / VALLEY	1.16%	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	0.65%	33	0.83%	
CHINOOK	1.74%	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	0.25%	4	1.03%	
CLALLAM BAY	0.30%	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	0.65%	1	0.16%	
CLEARWATER	0.00%	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0.00%	0	0.00%	
CONNELL	0.43%	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	0.64%	4	0.32%	
COULEE CITY	1.32%	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	0.81%	9	1.23%	
COWICHE	0.21%	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	0.23%	7	0.81%	
CRESTON	1.01%	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	1.34%	7	1.87%	
CURTIS	0.22%	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	0.25%	5	1.25%	
DAVENPORT	0.55%	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	0.79%	27	1.33%	
EASTSOUND	0.75%	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	0.82%	48	1.06%	
EDWALL-TYLER	0.50%	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	2.16%	7	1.70%	



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													Trouble Tickets		
ELMA	1.02%	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	0.80%	31	0.92%	
ELTOPIA	0.75%	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	2.20%	0	0.00%	
EUREKA	0.64%	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	1.05%	1	0.35%	
FALL CITY	1.14%	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	1.14%	27	1.11%	
FORKS	0.23%	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	0.20%	5	0.15%	
FOX ISLAND	0.41%	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	0.37%	1	0.09%	
FRIDAY HARBOR	0.86%	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	0.61%	49	0.77%	
GIG HARBOR	0.53%	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	0.49%	97	0.56%	
GLENOMA	2.96%	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	0.56%	4	1.12%	
HANSVILLE	0.88%	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	0.26%	5	0.32%	
HARRINGTON	1.49%	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	1.47%	6	1.48%	
HUMPTULIPS	0.59%	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	1.97%	2	0.65%	
INCHELIUM/HUNTERS	0.67%	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	0.58%	17	1.22%	
KAHLOTUS	0.57%	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	0.58%	1	0.59%	
KETTLE FALLS	0.77%	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	0.59%	14	0.55%	
KINGSTON	0.47%	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	0.79%	25	0.65%	
LAKE QUINAULT	0.86%	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	1.13%	2	0.38%	
LAKEBAY	0.91%	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	0.75%	50	0.96%	
LIND	0.22%	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	0.67%	4	0.91%	
LONG BEACH	0.56%	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	0.42%	28	0.74%	
LOPEZ	0.88%	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	0.88%	28	1.16%	
MATHEWS CORNER	2.28%	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	1.15%	6	1.37%	



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													Trouble Tickets		
MCCLEARY	1.42%	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	0.63%	12	1.28%	
MEDICAL LAKE	0.63%	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	0.70%	29	1.02%	
MESA	1.11%	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	0.81%	3	1.22%	
MINERAL	3.32%	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	1.17%	6	1.75%	
MONTESANO	0.51%	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	0.50%	18	0.60%	
MORTON	1.36%	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	0.71%	15	1.07%	
NEAH BAY	0.42%	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	0.54%	1	0.11%	
NESPELEM	1.61%	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	2.59%	6	0.87%	
NORTH BEND 831/888	0.56%	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	0.72%	38	0.66%	
NORTH VASHON	1.15%	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	0.95%	11	1.06%	
OCEAN PARK	0.75%	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	0.80%	30	0.92%	
OCOSTA	0.64%	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	1.75%	3	1.07%	
ODESSA	0.37%	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	1.12%	4	0.51%	
ORTING	0.58%	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	1.13%	42	0.99%	
PACIFIC BEACH	0.98%	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	0.61%	4	0.41%	
PACKWOOD	0.28%	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	0.10%	5	0.50%	
PE ELL	1.35%	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	0.79%	6	0.79%	
PUGET ISLAND	1.26%	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	1.56%	9	2.37%	
RANDLE	0.62%	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	0.93%	18	1.86%	



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													Trouble Tickets		
RAYMOND-LEBAM	0.57%	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	0.75%	35	1.31%	
REARDAN	0.94%	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	0.59%	29	2.47%	
RIMROCK/WHITEPASS	0.71%	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0.00%	0	0.00%	
RITZVILLE-BENGE	0.73%	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	0.85%	4	0.26%	
ROYAL CITY	0.50%	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	0.87%	30	1.73%	
SNOQUALMIE RIDGE 396	0.49%	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	0.15%	4	0.30%	
SNOQUALMIE PASS 434	0.48%	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	0.70%	1	0.23%	
SOUTH BEND	1.05%	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	0.30%	6	0.45%	
SOUTH PRAIRIE	0.81%	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	1.64%	44	2.70%	
SPANGLE	0.61%	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	1.47%	1	0.21%	
SPRAGUE	2.37%	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	0.44%	8	1.79%	
STARBUCK	0.78%	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	0.88%	0	0.00%	
TIETON	0.42%	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	0.38%	6	0.77%	
TWISP	0.76%	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	0.99%	15	0.83%	
VADER	0.55%	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	0.69%	7	0.80%	
VASHON	0.72%	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	0.64%	34	0.85%	
WASHTUCNA	0.82%	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0.00%	2	0.81%	
WILBUR	0.63%	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	1.69%	9	1.02%	
WILSON CREEK	1.19%	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	0.95%	2	0.64%	
WINTHROP	0.49%	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	0.56%	15	0.65%	
YACOLT	0.89%	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	0.55%	17	1.05%	
<b>GRAND TOTAL</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>1.15%</b>	<b>0.67%</b>	<b>0.72%</b>	<b>0.67%</b>	<b>0.71%</b>	<b>1,006</b>	<b>0.71%</b>	

# Quality of Service

June 2009

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,557	135	0

## (4) Installation or Activation of Basic Service

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

## (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)
648	0	648	642	6
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)
565	0	565	561	4

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

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
CHENEY	72	0
E.W.U.	0	0
SPANGLE	2	0
MEDICAL LAKE	22	0
REARDAN	13	0
DAVENPORT	30	0
CRESTON	4	0
HUNTERS/INCHELIUM	26	0
VALLEY	5	0
CHEWELAH	43	0
KETTLE FALLS	38	0
WILBUR	9	0
ODESSA	4	0
HARRINGTON	3	0
ALMIRA	3	0
COULEE CITY	3	0
WILSON CREEK	2	0
NESPELEM	13	0
RITZVILLE-BENGE	13	0
SPRAGUE	5	0
EDWALL-TYLER	2	0
NORTHBEND	40	0
SNOQUALMIE PASS	3	0
FALL CITY	16	0
CARNATION	14	0
SNOQUALMIE RIDGE	11	0
AMES LAKE	4	0
FRIDAY HARBOR	73	0
EAST SOUND	66	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	49	0
NEAH BAY	6	0
BEAVER	9	0
CLALLAM BAY	7	0
CLEARWATER	1	0
PACIFIC BEACH	16	0
LAKE QUINAULT	5	0
HUMPTULIPS	8	0
COWICHE	14	0
TIETON	14	0
RIMROCK	5	0

#### (4) Installation or Activation of Basic Service

##### Attachment B for 2nd Qtr 2009

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (March Snapshot)
LONG BEACH	143	0
OCEAN PARK	99	0
CHINOOK	24	0
GIG HARBOR	354	0
FOX ISLAND	17	0
ARLETTA	33	0
MORTON	46	0
MINERAL	22	0
GLENOMA	11	0
RANDLE	24	0
PACKWOOD	26	0
ASHFORD	54	0
YACOLT	39	0
ORTING	136	0
SOUTH PRAIRIE	37	0
CONNELL	49	0
MESA	9	0
BASIN CITY	17	0
ELTOPIA	10	0
MATHEWS CORNER	23	0
KAHLOTUS	4	0
WASHTUCNA	7	0
LIND	13	0
STARBUCK	3	0
EUREKA	5	0
ROYAL CITY	76	0
LOPEZ/SHAW ISLAND	92	0
PUGET ISLAND	15	0
RAYMOND	40	0
RAYMOND/LEBAM	37	0
CATHLAMET	51	0
SOUTH BEND	33	0
OCOSTA	11	0
CURTIS	16	0
PE ELL	19	0
VADER	31	0
LAKEBAY (includes 1302)	175	0
MCCLEARY	25	0
ELMA	90	0
MONTESANO	48	0
KINGSTON	93	0
HANSVILLE	30	0
TWISP	59	0
WINTHROP	63	0
VASHON	74	0
NORTH VASHON	27	0
CHENEY	185	0

**(4) Installation or Activation of Basic Service**  
**Attachment C - Bi-Annual June 2009**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	>180 Days (December Snapshot)
LONG BEACH	309	0
OCEAN PARK	198	0
CHINOOK	47	0
GIG HARBOR	682	0
FOX ISLAND	34	0
ARLETTA	55	0
MORTON	133	0
MINERAL	29	0
GLENOMA	26	0
RANDLE	49	0
PACKWOOD	47	0
ASHFORD	86	0
YACOLT	83	0
ORTING	264	0
SOUTH PRAIRIE	84	0
CONNELL	115	0
MESA	21	0
BASIN CITY	30	0
ELTOPIA	23	0
MATHEWS CORNER	28	0
KAHLOTUS	11	0
WASHTUCNA	13	0
LIND	30	0
STARBUCK	6	0
EUREKA	14	0
ROYAL CITY	131	0
LOPEZ/SHAW ISLAND	146	0
PUGET ISLAND	21	0
RAYMOND	101	0
RAYMOND/LEBAM	71	0
CATHLAMET	79	0
SOUTH BEND	83	0
OCOSTA	22	0
CURTIS	32	0
PE ELL	53	0
VADER	73	0
LAKEBAY	321	0
MCCLEARY	55	0
ELMA	187	0
MONTESANO	106	0
KINGSTON	177	0
HANSVILLE	53	0
TWISP	101	0
WINTHROP	105	0
VASHON	145	0
NORTH VASHON	50	0





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**June 2009**

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



WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

June 2009

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in June



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