



August 24, 2009

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

Attention: Kristen Russell
Robert Williamson

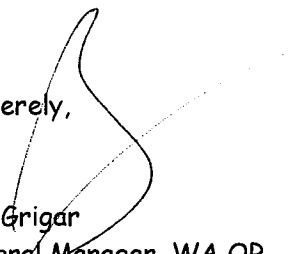
Reference: SERVICE QUALITY PERFORMANCE REPORT - July, 2009

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for July, 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
Cal Simshaw
Lee Massey
Mary Taylor
Steve Densley

Mark Johnston
Ted Hankins
John Fryling
Larry VanCamp
Ross Skinner

RECEIVED
GENERAL MANAGER
2009 AUG 26 AM 9:16
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Trouble Ticket Report

July 2009

EXCHANGE	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	July		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.70%	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	1.07%	1.87%	8	2.12%	
AMES LAKE	3.41%	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	0.35%	1.21%	3	0.53%	
ARLETTA	0.48%	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	0.67%	0.63%	16	0.80%	
ASHFORD	2.86%	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	1.04%	2.08%	17	1.65%	
BASIN CITY	0.50%	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	0.98%	0.98%	2	0.33%	
BEAVER	0.48%	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0.00%	0.00%	0	0.00%	
BLAKELY ISL	2.05%	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	0.57%	1.71%	6	1.71%	
CARNATION	0.83%	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	1.02%	1.11%	7	0.56%	
CATHLAMET	1.25%	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	1.08%	1.61%	19	1.46%	
CHENEY / EWU	0.61%	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	0.51%	0.83%	41	1.07%	
CHEWELAH / VALLEY	1.04%	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	0.65%	0.83%	36	0.91%	
CHINOOK	1.00%	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	0.25%	1.03%	4	1.01%	
CLALLAM BAY	1.20%	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	0.65%	0.16%	3	0.49%	
CLEARWATER	0.00%	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0.00%	
CONNELL	1.21%	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	0.64%	0.32%	8	0.65%	
COULTEE CITY	1.32%	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	0.81%	1.23%	8	1.10%	
COWICHE	1.06%	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	0.23%	0.81%	4	0.46%	
CRESTON	0.00%	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	1.34%	1.87%	4	1.07%	
CURTIS	1.10%	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	0.25%	1.25%	9	2.24%	
DAVENPORT	1.00%	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	0.79%	1.33%	11	0.55%	
EASTSOUND	0.89%	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	0.82%	1.06%	51	1.12%	
EDWALL-TYLER	0.50%	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	2.16%	1.70%	5	1.23%	



Trouble Ticket Report

July 2009

EXCHANGE	July 2009												July Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09			
ELMA	1.30%	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	0.80%	0.92%	34	1.02%	
ELTOPIA	1.12%	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	2.20%	0.00%	4	1.48%	
EUREKA	0.32%	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	1.05%	0.35%	5	1.78%	
FALL CITY	1.15%	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	1.14%	1.11%	28	1.17%	
FORKS	0.29%	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	0.20%	0.15%	11	0.32%	
FOX ISLAND	0.41%	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	0.37%	0.09%	5	0.48%	
FRIDAY HARBOR	0.90%	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	0.61%	0.77%	36	0.56%	
GIG HARBOR	0.69%	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	0.49%	0.56%	94	0.55%	
GLENOMA	1.91%	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	0.56%	1.12%	8	2.25%	
HANSVILLE	0.76%	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	0.26%	0.32%	5	0.32%	
HARRINGTON	1.50%	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	1.47%	1.48%	6	1.49%	
HUMPTULIPS	0.91%	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	1.97%	0.65%	4	1.30%	
INCHELUM/HUNTERS	1.29%	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	0.58%	1.22%	8	0.58%	
KAHLOTUS	0.00%	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	0.58%	0.59%	5	2.98%	
KETTLE FALLS	1.70%	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	0.59%	0.55%	16	0.63%	
KINGSTON	0.52%	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	0.79%	0.65%	18	0.47%	
LAKE QUINAULT	0.68%	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	1.13%	0.38%	2	0.38%	
LAKEBAY	0.89%	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	0.75%	0.96%	64	1.23%	
LIND	0.45%	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	0.67%	0.91%	6	1.37%	
LONG BEACH	0.63%	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	0.42%	0.74%	28	0.75%	
LOPEZ	1.21%	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	0.88%	1.16%	35	1.45%	
MATHEWS CORNER	1.59%	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	1.15%	1.37%	4	0.92%	



Trouble Ticket Report

July 2009

EXCHANGE	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	July		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
EXCHANGE	0.86%	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	0.63%	1.28%	7	0.76%	
MCCLARY	0.95%	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	0.70%	1.02%	30	1.06%	
MEDICAL LAKE	0.37%	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	0.81%	1.22%	1	0.40%	
MESA	1.51%	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	1.17%	1.75%	20	5.85%	
MINERAL	0.67%	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	0.50%	0.60%	12	0.41%	
MONTESANO	0.41%	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	0.71%	1.07%	14	1.01%	
MORTON	0.43%	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	0.54%	0.11%	1	0.11%	
NEAH BAY	2.64%	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	2.59%	0.87%	5	0.75%	
NESPELEM	0.70%	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	0.72%	0.66%	29	0.51%	
NORTH BEND 831/888	0.71%	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	0.95%	1.06%	9	0.87%	
NORTH VASHON	0.69%	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	0.80%	0.92%	34	1.05%	
OCEAN PARK	0.00%	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	1.75%	1.07%	1	0.36%	
OCOSTA	0.87%	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	1.12%	0.51%	13	1.65%	
ODESSA	1.30%	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	1.13%	0.99%	24	0.57%	
ORTING	0.79%	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	0.61%	0.41%	2	0.21%	
PACIFIC BEACH	0.66%	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	0.10%	0.50%	5	0.50%	
PACKWOOD	0.41%	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	0.79%	0.79%	5	0.67%	
PE ELL	1.29%	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	1.56%	2.37%	14	3.73%	
PUGET ISLAND	1.05%	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	0.93%	1.86%	14	1.45%	
RANDLE															



Trouble Ticket Report

July 2009

EXCHANGE	July 2009												July		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Trouble Tickets	% of Trouble Tickets	
EXCHANGE	1.12%	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	0.75%	1.31%	29	1.09%	
RAYMOND-LEBAM	2.89%	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	0.59%	2.47%	30	2.54%	
REARDAN	0.00%	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0.00%	0.00%	1	0.43%	
RIMROCK/WHITEPASS	0.81%	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	0.85%	0.26%	5	0.33%	
RTZVILLE-BENGE	1.07%	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	0.87%	1.73%	13	0.75%	
ROYAL CITY	0.63%	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	0.15%	0.30%	9	0.67%	
SNOQUALMIE RIDGE 396	0.96%	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	0.70%	0.23%	0	0.00%	
SNOQUALMIE PASS 434	1.55%	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	0.30%	0.45%	21	1.59%	
SOUTH BEND	1.32%	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	1.64%	2.70%	20	1.23%	
SOUTH PRAIRIE	1.03%	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	1.47%	0.21%	6	1.27%	
SPANGLE	1.53%	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	0.44%	1.79%	2	0.45%	
SPRAGUE	1.57%	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	0.88%	0.00%	0	0.00%	
STARBUCK	1.82%	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	0.38%	0.77%	0	0.00%	
TIFTON	0.76%	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	0.99%	0.83%	40	2.22%	
TWISP	0.88%	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	0.69%	0.80%	12	1.39%	
VADER	1.17%	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	0.64%	0.85%	28	0.70%	
VASHON	1.23%	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0.00%	0.81%	4	1.67%	
WASHTUCNA	1.17%	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	1.69%	1.02%	21	2.37%	
WILBUR	2.09%	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	0.95%	0.64%	6	1.95%	
WILSON CREEK	0.58%	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	0.56%	0.65%	21	0.90%	
WINTHROP	0.96%	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	0.55%	1.05%	8	0.50%	
YACOLT	0.93%	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	0.67%	0.72%	0.67%	0.71%	0.71%	1,204	0.86%	
GRAND TOTAL															

Quality of Service

July 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,053	213	0

(4) Installation or Activation of Basic Service

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

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
------------------	------

(7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

(8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

(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)
688	0	688	684	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)
517	1	516	510	6

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	51	1
OCEAN PARK	24	0
CHINOOK	10	0
GIG HARBOR	121	0
FOX ISLAND	5	0
ARLETTA	8	0
MORTON	25	0
MINERAL	4	0
GLENOMA	3	0
RANDLE	7	0
PACKWOOD	9	0
ASHFORD	9	0
YACOLT	14	0
ORTING	46	0
SOUTH PRAIRIE	16	0
CONNELL	19	0
MESA	3	0
BASIN CITY	8	0
ELTOPIA	2	0
MATHEWS CORNER	3	0
KAHLOTUS	1	0
WASHTUCNA	0	0
LIND	6	0
STARBUCK	0	0
EUREKA	6	0
ROYAL CITY	22	0
LOPEZ/SHAW ISLAND	17	0
PUGET ISLAND	5	0
RAYMOND	11	0
RAYMOND/LEBAM	11	0
CATHLAMET	21	0
SOUTH BEND	9	0
OCOSTA	0	0
CURTIS	3	0
PE ELL	15	0
VADER	8	0
LAKEBAY (includes 1302)	63	0
MCCLEARY	11	0
ELMA	28	1
MONTESANO	16	0
KINGSTON	32	0
HANSVILLE	11	0
TWISP	29	2
WINTHROP	25	0
VASHON	19	1
NORTH VASHON	9	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	74	0
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	26	0
REARDAN	19	0
DAVENPORT	14	0
CRESTON	4	0
HUNTERS/INCHELIUM	12	0
VALLEY	6	0
CHEWELAH	41	0
KETTLE FALLS	27	0
WILBUR	6	0
ODESSA	6	0
HARRINGTON	7	0
ALMIRA	6	0
COULEE CITY	8	0
WILSON CREEK	3	0
NESPELEM	11	0
RITZVILLE-BENGE	11	0
SPRAGUE	9	0
EDWALL-TYLER	5	0
NORTHBEND	47	1
SNOQUALMIE PASS	4	0
FALL CITY	9	0
CARNATION	8	0
SNOQUALMIE RIDGE	7	0
AMES LAKE	4	0
FRIDAY HARBOR	72	0
EAST SOUND	65	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	40	0
NEAH BAY	11	0
BEAVER	2	1
CLALLAM BAY	4	0
CLEARWATER	4	0
PACIFIC BEACH	10	0
LAKE QUINAULT	7	0
HUMPTULIPS	3	0
COWICHE	10	0
TIETON	11	0
RIMROCK	1	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
July 2009

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Nespelem	September 2008	24 - Power failures in Keller area and aging analog carriers
Mineral	July 2009	20 - Mineral Hill AFC crashed due to heat issues. Resolved: opened cabinet doors and replaced CPU card