



September 16, 2009

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

Attention: Kristen Russell
Robert Williamson


Reference: SERVICE QUALITY PERFORMANCE REPORT - August, 2009

Dear Ms. Russell:

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

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PROGRAMS MANAGEMENT
2009 SEP 18 AM 10:28
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Trouble Ticket Report

August 2009

EXCHANGE	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	August	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	0.49%	0.50%	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	1.07%	1.87%	2.12%	4	1.06%	
AMES LAKE	0.49%	1.15%	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	0.35%	1.21%	0.53%	1	0.17%	
ARLETTA	0.53%	0.58%	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	0.67%	0.63%	0.80%	15	0.77%	
ASHFORD	1.43%	1.05%	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	1.04%	2.08%	1.65%	10	0.97%	
BASIN CITY	1.18%	1.18%	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	0.98%	0.98%	0.33%	5	0.82%	
BEAVER	0.48%	0.25%	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0.00%	0.00%	0.00%	0	0.00%	
BLAKELY ISL	0.59%	0.58%	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	0.57%	1.71%	1.71%	0	0.00%	
CARNATION	1.05%	1.41%	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	1.02%	1.11%	0.56%	8	0.66%	
CATHLAMET	1.92%	1.18%	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	1.08%	1.61%	1.46%	16	1.24%	
CHENEY / EWU	0.82%	0.77%	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	0.51%	0.83%	1.07%	21	0.55%	
CHEWELAH / VALLEY	1.07%	0.68%	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	0.65%	0.83%	0.91%	31	0.78%	
CHINOOK	2.03%	1.02%	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	0.25%	1.03%	1.01%	4	1.01%	
CLALLAM BAY	1.66%	1.42%	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	0.65%	0.16%	0.49%	0	0.00%	
CLEARWATER	0.68%	0.71%	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1	0.68%	
CONNELL	0.64%	0.78%	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	0.64%	0.32%	0.65%	10	0.82%	
COULEE CITY	1.46%	0.93%	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	0.81%	1.23%	1.10%	7	0.97%	
COWICHE	1.62%	0.98%	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	0.23%	0.81%	0.46%	5	0.57%	
CRESTON	1.52%	0.51%	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	1.34%	1.87%	1.07%	3	0.80%	
CURTIS	1.54%	0.66%	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	0.25%	1.25%	2.24%	0	0.00%	
DAVENPORT	0.45%	0.61%	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	0.79%	1.33%	0.55%	10	0.50%	
EASTSOUND	0.70%	0.75%	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	0.82%	1.06%	1.12%	36	0.79%	
EDWALL-TYLER	1.52%	2.03%	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	2.16%	1.70%	1.23%	1	0.24%	



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													Trouble Tickets		
ELMA	1.50%	0.58%	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	0.80%	0.92%	1.02%	18	0.54%	
ELTOPIA	0.37%	1.50%	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	2.20%	0.00%	1.48%	4	1.48%	
EUREKA	0.97%	0.96%	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	1.05%	0.35%	1.78%	0	0.00%	
FALL CITY	0.56%	0.83%	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	1.14%	1.11%	1.17%	25	1.05%	
FORKS	0.26%	0.38%	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	0.20%	0.15%	0.32%	7	0.20%	
FOX ISLAND	0.58%	0.84%	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	0.37%	0.09%	0.48%	6	0.60%	
FRIDAY HARBOR	0.91%	0.61%	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	0.61%	0.77%	0.56%	34	0.53%	
GIG HARBOR	0.59%	0.53%	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	0.49%	0.56%	0.55%	118	0.70%	
GLENOMA	0.55%	1.10%	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	0.56%	1.12%	2.25%	3	0.85%	
HANSVILLE	0.70%	0.45%	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	0.26%	0.32%	0.32%	4	0.26%	
HARRINGTON	1.00%	1.00%	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	1.47%	1.48%	1.49%	1	0.25%	
HUMPTULIPS	0.91%	1.21%	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	1.97%	0.65%	1.30%	9	2.94%	
INCHELIUM/HUNTERS	1.01%	0.68%	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	0.58%	1.22%	0.58%	10	0.73%	
KAHLOTUS	0.58%	1.15%	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	0.58%	0.59%	2.98%	0	0.00%	
KETTLE FALLS	1.01%	1.13%	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	0.59%	0.55%	0.63%	20	0.80%	
KINGSTON	0.38%	0.38%	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	0.79%	0.65%	0.47%	15	0.40%	
LAKE QUINAULT	1.20%	1.03%	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	1.13%	0.38%	0.38%	8	1.52%	
LAKEBAY	0.72%	0.72%	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	0.75%	0.96%	1.23%	36	0.70%	
LIND	0.23%	0.23%	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	0.67%	0.91%	1.37%	1	0.23%	
LONG BEACH	0.82%	0.33%	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	0.42%	0.74%	0.75%	22	0.59%	
LOPEZ	1.55%	0.59%	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	0.88%	1.16%	1.45%	35	1.45%	
MATHEWS CORNER	0.45%	0.69%	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	1.15%	1.37%	0.92%	4	0.94%	



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													Trouble Tickets		
MCCLEARY	0.97%	1.65%	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	0.63%	1.28%	0.76%	4	0.44%	
MEDICAL LAKE	0.85%	0.71%	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	0.70%	1.02%	1.06%	17	0.60%	
MESA	0.00%	0.75%	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	0.81%	1.22%	0.40%	1	0.40%	
MINERAL	0.90%	3.89%	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	1.17%	1.75%	5.85%	3	0.88%	
MONTESANO	0.80%	0.78%	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	0.50%	0.60%	0.41%	27	0.93%	
MORTON	0.48%	0.76%	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	0.71%	1.07%	1.01%	11	0.78%	
NEAH BAY	0.32%	0.33%	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	0.54%	0.11%	0.11%	1	0.11%	
NESPELEM	1.34%	4.01%	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	2.59%	0.87%	0.75%	5	0.75%	
NORTH BEND 831/888	0.67%	0.75%	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	0.72%	0.66%	0.51%	33	0.59%	
NORTH VASHON	2.24%	1.27%	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	0.95%	1.06%	0.87%	16	1.57%	
OCEAN PARK	0.97%	1.04%	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	0.80%	0.92%	1.05%	38	1.18%	
OCOSTA	0.96%	0.65%	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	1.75%	1.07%	0.36%	1	0.37%	
ODESSA	0.75%	1.63%	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	1.12%	0.51%	1.65%	2	0.26%	
ORTING	0.75%	1.09%	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	1.13%	0.99%	0.57%	31	0.75%	
PACIFIC BEACH	1.28%	1.57%	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	0.61%	0.41%	0.21%	1	0.10%	
PACKWOOD	0.38%	0.66%	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	0.10%	0.50%	0.50%	4	0.40%	
PE ELL	1.76%	0.68%	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	0.79%	0.79%	0.67%	6	0.80%	
PUGET ISLAND	2.83%	0.78%	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	1.56%	2.37%	3.73%	5	1.34%	
RANDLE	0.84%	0.74%	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	0.93%	1.86%	1.45%	8	0.83%	



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													Trouble Tickets		
RAYMOND-LEBAM	1.01%	0.65%	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	0.75%	1.31%	1.09%	21	0.80%	
REARDAN	1.20%	0.77%	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	0.59%	2.47%	2.54%	27	2.30%	
RIMROCK/WHITEPASS	0.36%	0.36%	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0.00%	0.00%	0.43%	0	0.00%	
RITZVILLE-BENGE	0.74%	0.74%	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	0.85%	0.26%	0.33%	10	0.66%	
ROYAL CITY	1.40%	0.80%	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	0.87%	1.73%	0.75%	15	0.87%	
SNOQUALMIE RIDGE 396	0.34%	0.68%	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	0.15%	0.30%	0.67%	2	0.15%	
SNOQUALMIE PASS 434	0.24%	0.72%	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	0.70%	0.23%	0.00%	3	0.70%	
SOUTH BEND	0.92%	1.14%	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	0.30%	0.45%	1.59%	23	1.77%	
SOUTH PRAIRIE	1.49%	1.81%	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	1.64%	2.70%	1.23%	43	2.70%	
SPANGLE	1.84%	1.62%	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	1.47%	0.21%	1.27%	5	1.06%	
SPRAGUE	2.19%	1.53%	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	0.44%	1.79%	0.45%	4	0.91%	
STARBUCK	2.33%	0.78%	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	0.88%	0.00%	0.00%	1	0.88%	
TIETON	1.12%	0.69%	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	0.38%	0.77%	0.00%	4	0.52%	
TWISP	1.42%	0.71%	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	0.99%	0.83%	2.22%	16	0.89%	
VADER	0.89%	3.12%	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	0.69%	0.80%	1.39%	7	0.82%	
VASHON	0.65%	0.63%	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	0.64%	0.85%	0.70%	20	0.51%	
WASHTUCNA	1.65%	1.67%	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0.00%	0.81%	1.67%	2	0.84%	
WILBUR	0.75%	0.75%	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	1.69%	1.02%	2.37%	13	1.47%	
WILSON CREEK	2.70%	1.22%	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	0.95%	0.64%	1.95%	0	0.00%	
WINTHROP	0.67%	0.58%	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	0.56%	0.65%	0.90%	20	0.86%	
YACOLT	0.72%	0.96%	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	0.55%	1.05%	0.50%	8	0.50%	
GRAND TOTAL	0.86%	0.79%	0.79%	0.82%	0.98%	1.15%	0.67%	0.72%	0.67%	0.71%	0.71%	0.86%	1,026	0.74%	

Quality of Service

August 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
1,400	7,499	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - August 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)
506	0	506	504	2
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)
521	1	520	514	6

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	40	0
OCEAN PARK	31	1
CHINOOK	9	0
GIG HARBOR	123	0
FOX ISLAND	7	0
ARLETTA	8	0
MORTON	25	0
MINERAL	3	0
GLENOMA	6	0
RANDLE	14	0
PACKWOOD	9	0
ASHFORD	15	0
YACOLT	17	0
ORTING	36	0
SOUTH PRAIRIE	10	0
CONNELL	18	0
MESA	2	0
BASIN CITY	9	0
ELTOPIA	1	0
MATHEWS CORNER	1	0
KAHLOTUS	1	0
WASHTUCNA	1	0
LIND	3	0
STARBUCK	0	0
EUREKA	1	0
ROYAL CITY	19	0
LOPEZ/SHAW ISLAND	16	0
PUGET ISLAND	4	0
RAYMOND	16	0
RAYMOND/LEBAM	2	0
CATHLAMET	12	0
SOUTH BEND	15	0
OCOSTA	0	0
CURTIS	7	0
PE ELL	10	0
VADER	11	0
LAKEBAY (includes 1302)	50	0
MCCLEARY	7	0
ELMA	32	0
MONTESANO	28	0
KINGSTON	26	0
HANSVILLE	9	0
TWISP	15	0
WINTHROP	15	0
VASHON	21	0
NORTH VASHON	10	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	93	0
E.W.U.	0	0
SPANGLE	3	0
MEDICAL LAKE	32	0
REARDAN	9	0
DAVENPORT	26	0
CRESTON	1	0
HUNTERS/INCHELIUM	18	1
VALLEY	16	0
CHEWELAH	31	1
KETTLE FALLS	28	0
WILBUR	6	0
ODESSA	7	0
HARRINGTON	4	0
ALMIRA	4	0
COULEE CITY	8	0
WILSON CREEK	5	0
NESPELEM	11	0
RITZVILLE-BENGE	8	0
SPRAGUE	3	0
EDWALL-TYLER	5	0
NORTHBEND	33	0
SNOQUALMIE PASS	6	0
FALL CITY	14	0
CARNATION	10	0
SNOQUALMIE RIDGE	26	0
AMES LAKE	5	0
FRIDAY HARBOR	52	0
EAST SOUND	50	0
BLAKELY ISLAND/DECATURE	10	0
FORKS	54	0
NEAH BAY	12	0
BEAVER	5	0
CLALLAM BAY	4	0
CLEARWATER	3	0
PACIFIC BEACH	13	0
LAKE QUINAULT	4	0
HUMPTULIPS	2	0
COWICHE	19	0
TIETON	13	0
RIMROCK	1	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

August 2009

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to Exclude in August



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
August 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