



Trouble Ticket Report

October 2009

EXCHANGE	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	October	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	0.50%	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	8	2.19%	
AMES LAKE	0.16%	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	6	1.07%	
ARLETTA	0.96%	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	16	0.85%	
ASHFORD	1.76%	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	17	1.68%	
BASIN CITY	0.68%	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	1	0.17%	
BEAVER	0.24%	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	1	0.28%	
BLAKELY ISL	0.29%	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	3	0.87%	
CARNATION	1.14%	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	15	1.24%	
CATHLAMET	1.18%	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	12	0.94%	
CHENEY / EWU	0.49%	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	18	0.46%	
CHEWELAH / VALLEY	1.20%	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	28	0.72%	
CHINOOK	1.51%	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	7	1.79%	
CLALLAM BAY	0.64%	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	3	0.50%	
CLEARWATER	0.00%	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	1	0.70%	
CONNELL	0.43%	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	3	0.25%	
COULEE CITY	0.40%	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	5	0.71%	
COWICHE	0.33%	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	3	0.35%	
CRESTON	0.25%	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	2	0.55%	
CURTIS	1.77%	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	7	1.77%	
DAVENPORT	0.61%	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	14	0.70%	
EASTSOUND	0.94%	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	60	1.34%	
EDWALL-TYLER	0.76%	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	8	1.99%	



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	ELMA	1.23%	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	34	1.05%
ELTOPIA	0.00%	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0	0.00%	
EUREKA	0.32%	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	6	2.24%	
FALL CITY	1.51%	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	29	1.26%	
FORKS	0.32%	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	6	0.18%	
FOX ISLAND	0.43%	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	9	0.93%	
FRIDAY HARBOR	0.68%	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	42	0.67%	
GIG HARBOR	0.46%	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	91	0.57%	
GLENOMA	2.74%	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	13	3.69%	
HANSVILLE	0.32%	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	12	0.80%	
HARRINGTON	1.73%	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	1	0.26%	
HUMPTULIPS	1.52%	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	2	0.69%	
INCHELIUM/HUNTERS	0.55%	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	8	0.60%	
KAHLOTUS	0.59%	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	0.58%	0.59%	2.98%	0.00%	0.00%	1	0.61%	
KETTLE FALLS	0.94%	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	10	0.40%	
KINGSTON	0.41%	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	33	0.89%	
LAKE QUINAULT	1.21%	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	5	0.97%	
LAKEBAY	0.94%	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	57	1.11%	
LIND	0.23%	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	2	0.47%	
LONG BEACH	0.67%	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	24	0.65%	
LOPEZ	0.80%	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	53	2.23%	
MATHEWS CORNER	0.71%	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0	0.00%	



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													Trouble Tickets		
MCCLEARY	1.66%	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	9	0.97%	
MEDICAL LAKE	0.61%	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	11	0.39%	
MESA	0.00%	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	2	0.82%	
MINERAL	2.72%	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	14	4.12%	
MONTESANO	0.95%	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	26	0.95%	
MORTON	0.55%	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	12	0.87%	
NEAH BAY	1.09%	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	2	0.22%	
NESPELEM	0.69%	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	5	0.77%	
NORTH BEND 831/888	0.75%	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	32	0.59%	
NORTH VASHON	1.10%	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	15	1.49%	
OCEAN PARK	0.86%	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	38	1.19%	
OCOSTA	1.30%	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	1	0.37%	
ODESSA	1.39%	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	11	1.42%	
ORTING	0.85%	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	49	1.22%	
PACIFIC BEACH	0.99%	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	13	1.35%	
PACKWOOD	0.29%	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	8	0.82%	
PE ELL	1.34%	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	10	1.33%	
PUGET ISLAND	1.30%	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	14	3.78%	
RANDLE	0.86%	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	11	1.15%	



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													Trouble Tickets		
RAYMOND-LEBAM	0.99%	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	35	1.36%	
REARDAN	0.68%	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	14	1.22%	
RIMROCK/WHITEPASS	1.08%	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	2	0.91%	
RITZVILLE-BENGE	0.69%	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	12	0.80%	
ROYAL CITY	0.74%	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	22	1.28%	
SNOQUALMIE RIDGE 396	0.22%	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	7	0.54%	
SNOQUALMIE PASS 434	0.49%	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	2	0.47%	
SOUTH BEND	0.86%	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	18	1.39%	
SOUTH PRAIRIE	1.05%	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	20	1.29%	
SPANGLE	1.22%	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	2	0.43%	
SPRAGUE	1.33%	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	5	1.16%	
STARBUCK	0.00%	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0	0.00%	
TIETON	1.10%	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	7	0.92%	
TWISP	0.92%	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	8	0.46%	
VADER	0.56%	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	2	0.24%	
VASHON	0.94%	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	31	0.80%	
WASHTUCNA	0.42%	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	1	0.43%	
WILBUR	0.75%	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	12	1.40%	
WILSON CREEK	1.22%	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	3	0.99%	
WINTHROP	0.36%	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	9	0.39%	
YACOLT	0.78%	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	17	1.07%	
GRAND TOTAL	0.79%	0.82%	0.98%	1.15%	0.67%	0.72%	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	1,188	0.87%	

Quality of Service

October 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,832	650	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - October 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)
645	1	644	641	3
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)
546	0	546	544	2

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	47	0
OCEAN PARK	35	0
CHINOOK	10	0
GIG HARBOR	92	0
FOX ISLAND	3	0
ARLETTA	11	0
MORTON	16	0
MINERAL	7	0
GLENOMA	3	0
RANDLE	8	0
PACKWOOD	8	0
ASHFORD	13	0
YACOLT	16	0
ORTING	43	0
SOUTH PRAIRIE	18	0
CONNELL	15	0
MESA	5	0
BASIN CITY	5	0
ELTOPIA	3	0
MATHEWS CORNER	6	0
KAHLOTUS	0	0
WASHTUCNA	1	0
LIND	4	0
STARBUCK	2	0
EUREKA	3	0
ROYAL CITY	32	0
LOPEZ/SHAW ISLAND	17	0
PUGET ISLAND	1	0
RAYMOND	14	0
RAYMOND/LEBAM	14	0
CATHLAMET	19	0
SOUTH BEND	25	0
OCOSTA	2	0
CURTIS	5	0
PE ELL	8	0
VADER	11	0
LAKEBAY (includes 1302)	47	0
MCCLEARY	10	0
ELMA	32	0
MONTESANO	22	0
KINGSTON	38	0
HANSVILLE	9	0
TWISP	23	0
WINTHROP	18	0
VASHON	30	0
NORTH VASHON	12	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	112	0
E.W.U.	0	0
SPANGLE	4	0
MEDICAL LAKE	24	0
REARDAN	4	0
DAVENPORT	26	0
CRESTON	6	0
HUNTERS/INCHELIUM	22	0
VALLEY	9	0
CHEWELAH	37	0
KETTLE FALLS	36	0
WILBUR	8	0
ODESSA	4	0
HARRINGTON	4	0
ALMIRA	7	0
COULEE CITY	6	0
WILSON CREEK	2	0
NESPELEM	16	0
RITZVILLE-BENGE	15	0
SPRAGUE	8	0
EDWALL-TYLER	1	0
NORTHBEND	36	0
SNOQUALMIE PASS	11	0
FALL CITY	11	0
CARNATION	15	0
SNOQUALMIE RIDGE	12	0
AMES LAKE	3	0
FRIDAY HARBOR	67	0
EAST SOUND	47	0
BLAKELY ISLAND/DECATURE	1	0
FORKS	46	0
NEAH BAY	10	0
BEAVER	4	0
CLALLAM BAY	8	0
CLEARWATER	1	0
PACIFIC BEACH	10	0
LAKE QUINAULT	7	0
HUMPTULIPS	2	0
COWICHE	11	0
TIETON	18	0
RIMROCK	0	0



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

October 2009

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in October



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
October 2009

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Mineral	July 2009	20 - Mineral Hill AFC crashed due to heat issues. Resolved: opened cabinet doors and replaced CPU card
	October 2009	14 - wet cable feeding DLS. Cable will be replaced