



Trouble Ticket Report

CenturyLink™

November 2009

EXCHANGE	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	November	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	1.25%	1.53%	3.31%	1.03%	0.78%	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	6	1.65%	
AMES LAKE	0.64%	0.97%	0.49%	0.67%	0.84%	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	5	0.89%	
ARLETTA	0.83%	0.75%	1.04%	0.48%	0.59%	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	19	1.02%	
ASHFORD	1.38%	2.15%	1.27%	1.77%	1.08%	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	23	2.27%	
BASIN CITY	0.85%	1.19%	0.17%	0.70%	0.70%	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	2	0.34%	
BEAVER	0.00%	0.49%	0.49%	0.00%	0.49%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	3	0.83%	
BLAKELY ISL	1.18%	1.77%	1.47%	0.29%	0.00%	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	2	0.59%	
CARNATION	1.22%	1.59%	1.82%	0.74%	1.05%	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	8	0.67%	
CATHLAMET	0.89%	1.33%	1.26%	0.60%	1.05%	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	27	2.11%	
CHENEY / EWU	0.59%	1.05%	1.14%	0.30%	0.69%	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	22	0.56%	
CHEWELAH / VALLEY	0.98%	0.66%	1.55%	0.67%	0.85%	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	28	0.72%	
CHINOOK	1.01%	0.51%	2.06%	0.26%	0.52%	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	10	2.60%	
CLALLAM BAY	0.63%	1.92%	1.13%	0.16%	0.32%	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	5	0.83%	
CLEARWATER	0.00%	1.35%	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0	0.00%	
CONNELL	0.22%	0.51%	0.29%	0.22%	0.93%	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	2	0.16%	
COULEE CITY	1.35%	1.48%	1.08%	0.27%	0.81%	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	9	1.28%	
COWICHE	0.33%	0.22%	0.22%	0.22%	0.11%	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	4	0.47%	
CRESTON	0.25%	0.77%	1.54%	0.52%	1.29%	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	6	1.68%	
CURTIS	1.12%	1.13%	3.20%	1.37%	1.38%	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	12	3.02%	5
DAVENPORT	0.87%	1.27%	1.93%	0.46%	1.03%	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	17	0.86%	
EASTSOUND	1.18%	1.13%	0.96%	0.85%	0.77%	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	39	0.87%	
EDWALL-TYLER	1.50%	2.52%	1.51%	2.02%	1.02%	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	5	1.24%	



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													Trouble Tickets		
ELMA	0.62%	1.04%	1.56%	0.85%	0.80%	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	42	1.31%	
ELTOPIA	0.75%	0.38%	0.38%	0.38%	0.00%	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0	0.00%	
EUREKA	1.29%	0.33%	0.99%	0.98%	0.34%	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	2	0.75%	
FALL CITY	1.14%	0.96%	1.51%	0.63%	0.71%	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	16	0.71%	
FORKS	0.29%	0.50%	0.38%	0.35%	0.41%	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	11	0.33%	
FOX ISLAND	0.61%	0.89%	0.90%	0.45%	0.92%	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	11	1.16%	
FRIDAY HARBOR	0.90%	1.07%	0.57%	0.55%	0.74%	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	56	0.90%	
GIG HARBOR	0.63%	0.68%	0.72%	0.48%	0.49%	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	133	0.85%	
GLENOMA	2.73%	0.00%	3.06%	1.40%	1.40%	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	2	0.57%	13
HANSVILLE	0.52%	0.78%	0.46%	0.26%	0.33%	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	9	0.61%	
HARRINGTON	0.74%	1.24%	0.75%	0.50%	1.25%	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	5	1.29%	
HUMPTULIPS	0.60%	1.82%	0.60%	0.61%	0.61%	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	1	0.34%	12
INCHELIUM/HUNTERS	0.34%	0.14%	0.55%	0.49%	0.28%	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	7	0.53%	
KAHLOTUS	0.00%	0.00%	0.58%	1.16%	0.58%	0.58%	0.58%	0.59%	2.98%	0.00%	0.00%	0.61%	0	0.00%	
KETTLE FALLS	0.35%	0.75%	0.75%	0.43%	0.48%	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	10	0.40%	
KINGSTON	0.39%	0.66%	0.56%	0.52%	0.30%	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	33	0.89%	
LAKE QUINAULT	1.22%	1.38%	1.40%	0.53%	1.06%	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	12	2.33%	
LAKEBAY	1.19%	1.32%	1.31%	0.89%	1.28%	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	109	2.14%	
LIND	0.00%	0.23%	0.23%	0.23%	0.45%	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	6	1.40%	
LONG BEACH	0.70%	0.91%	1.02%	0.71%	0.63%	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	58	1.57%	
LOPEZ	1.89%	1.52%	1.43%	0.67%	0.80%	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	25	1.05%	
MATHEWS CORNER	0.71%	0.24%	0.95%	0.24%	1.21%	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	7	1.69%	



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													Trouble Tickets		
MCCLEARY	0.89%	1.69%	1.10%	0.90%	0.30%	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	6	0.65%	
MEDICAL LAKE	0.91%	0.98%	0.99%	0.88%	0.48%	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	22	0.79%	
MESA	0.77%	1.94%	1.18%	0.40%	0.40%	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	2	0.83%	
MINERAL	0.91%	2.42%	3.27%	0.91%	0.92%	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	7	2.08%	
MONTESANO	0.62%	1.32%	1.20%	0.54%	0.30%	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	23	0.85%	
MORTON	1.24%	2.13%	3.56%	1.03%	0.97%	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	7	0.51%	
NEAH BAY	0.22%	0.11%	0.22%	0.11%	0.11%	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	5	0.55%	
NESPELEM	0.51%	0.68%	3.01%	1.34%	0.50%	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	5	0.76%	
NORTH BEND 831/888	0.88%	0.92%	1.57%	0.73%	0.81%	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	45	0.83%	
NORTH VASHON	1.56%	1.30%	1.21%	1.61%	0.48%	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	17	1.70%	
OCEAN PARK	1.60%	1.61%	1.84%	1.47%	0.94%	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	89	2.81%	
OCOSTA	0.00%	0.65%	0.33%	0.33%	1.00%	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	2	0.76%	
ODESSA	0.89%	0.89%	1.40%	0.77%	0.89%	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	3	0.39%	
ORTING	1.30%	1.17%	1.39%	1.31%	1.29%	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	44	1.10%	
PACIFIC BEACH	0.90%	0.60%	0.40%	0.50%	0.51%	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	14	1.46%	
PACKWOOD	0.48%	0.59%	1.66%	0.40%	0.70%	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	5	0.51%	
PE ELL	0.67%	1.20%	0.27%	0.79%	0.93%	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	10	1.34%	
PUGET ISLAND	2.08%	2.35%	1.05%	0.26%	3.47%	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	6	1.63%	
RANDLE	0.86%	2.38%	3.14%	0.43%	1.19%	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	6	0.63%	



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													Trouble Tickets		
RAYMOND-LEBAM	0.88%	1.29%	1.49%	0.82%	0.90%	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	38	1.47%	
REARDAN	1.19%	1.61%	3.58%	1.20%	0.94%	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	12	1.05%	
RIMROCK/WHITEPASS	1.09%	0.00%	1.11%	0.37%	0.00%	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0	0.00%	
RITZVILLE-BENGE	0.89%	1.03%	0.96%	0.28%	0.41%	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	10	0.67%	
ROYAL CITY	0.29%	0.63%	0.63%	0.57%	0.69%	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	16	0.94%	
SNOQUALMIE RIDGE 396	0.30%	0.37%	0.23%	0.31%	0.31%	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	3	0.23%	
SNOQUALMIE PASS 434	1.45%	1.44%	1.91%	1.45%	1.47%	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	8	1.85%	
SOUTH BEND	0.50%	1.37%	1.16%	0.73%	1.24%	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	14	1.09%	
SOUTH PRAIRIE	0.91%	1.04%	2.51%	1.58%	1.37%	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	28	1.87%	
SPANGLE	0.42%	2.15%	3.44%	1.30%	1.75%	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	5	1.07%	
SPRAGUE	1.57%	0.44%	1.12%	0.67%	1.33%	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	7	1.63%	
STARBUCK	0.00%	1.60%	1.60%	0.00%	0.81%	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	7	6.86%	2
TIETON	0.41%	0.28%	0.55%	0.27%	0.41%	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	4	0.53%	
TWISP	0.36%	0.46%	0.36%	0.41%	0.62%	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	12	0.68%	
VADER	0.56%	0.90%	1.01%	0.67%	1.00%	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	23	2.73%	
VASHON	0.97%	1.12%	1.42%	0.63%	0.46%	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	31	0.81%	
WASHTUCNA	0.00%	1.27%	0.00%	1.28%	0.85%	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	1	0.43%	
WILBUR	1.28%	0.96%	2.47%	1.08%	1.30%	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	9	1.06%	
WILSON CREEK	1.22%	0.61%	2.46%	0.93%	2.15%	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	12	3.99%	
WINTHROP	0.50%	0.36%	0.14%	0.32%	0.51%	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	8	0.35%	
YACOLT	0.78%	1.14%	1.33%	0.97%	0.30%	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	7	0.44%	
GRAND TOTAL	0.82%	0.98%	1.15%	0.67%	0.72%	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1414	1.04%	

Quality of Service

November 2009

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,536	459	32

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A - November 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

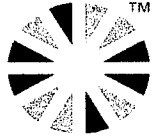
Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
807	1	806	802	4
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
612	2	610	602	8

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	40	0
OCEAN PARK	21	0
CHINOOK	4	0
GIG HARBOR	99	0
FOX ISLAND	2	0
ARLETTA	9	0
MORTON	18	0
MINERAL	2	0
GLENOMA	5	0
RANDLE	12	0
PACKWOOD	9	0
ASHFORD	16	0
YACOLT	13	0
ORTING	39	0
SOUTH PRAIRIE	12	0
CONNELL	23	0
MESA	4	0
BASIN CITY	4	1
ELTOPIA	2	0
MATHEWS CORNER	4	0
KAHLOTUS	1	0
WASHTUCNA	4	0
LIND	6	0
STARBUCK	2	1
EUREKA	2	0
ROYAL CITY	19	0
LOPEZ/SHAW ISLAND	23	0
PUGET ISLAND	4	0
RAYMOND	12	0
RAYMOND/LEBAM	11	0
CATHLAMET	16	0
SOUTH BEND	7	0
OCOSTA	1	0
CURTIS	4	0
PE ELL	6	0
VADER	10	0
LAKEBAY (includes 1302)	46	0
MCCLEARY	13	0
ELMA	29	0
MONTESANO	14	0
KINGSTON	23	0
HANSVILLE	8	0
TWISP	17	0
WINTHROP	14	0
VASHON	25	0
NORTH VASHON	10	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	52	0
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	25	0
REARDAN	10	0
DAVENPORT	16	1
CRESTON	2	0
HUNTERS/INCHELIUM VALLEY	12	0
CHEWELAH	6	0
KETTLE FALLS	49	0
WILBUR	19	0
ODESSA	11	0
HARRINGTON	3	0
ALMIRA	5	0
COULEE CITY	3	0
WILSON CREEK	4	0
NESPELEM	0	0
RITZVILLE-BENGE	16	0
SPRAGUE	13	0
EDWALL-TYLER	3	0
NORTHBEND	5	0
SNOQUALMIE PASS	24	2
FALL CITY	8	0
CARNATION	4	0
SNOQUALMIE RIDGE	5	0
AMES LAKE	9	0
FRIDAY HARBOR	3	0
EAST SOUND	44	0
BLAKELY ISLAND/DECATURE	33	0
FORKS	1	0
NEAH BAY	32	1
BEAVER	5	0
CLALLAM BAY	1	0
CLEARWATER	6	0
PACIFIC BEACH	1	0
LAKE QUINAULT	6	0
HUMPTULIPS	7	0
COWICHE	6	0
TIETON	10	0
RIMROCK	13	0
	1	0



CenturyLink™

WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

November 2009

EXCHANGE	TOTAL EXCLUDED	REASON
Curtis	5	4 due to natural causes and 1 was no trouble found
Glenoma	13	All natural causes
Humptulips	12	11 due to natural causes and 1 was no trouble found
Starbuck	2	1 due to natural causes and 1 was no trouble found



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
November 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
Starbuck	November 2009	7 - wet aerial cable. Cable will be replaced