



February 26, 2010

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

STATE OF WASHINGTON  
UTILITY BOARD  
2010 FEB 26 AM 8:27

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT - January, 2010

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for January 2010. 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  
VP and General Manager, WA OR  
CenturyLink of Washington, Inc

cc Distribution Listed Below:

Terry Beeler  
Cal Simshaw  
Tom Speake  
Mary Taylor  
Steve Densley

Mark Johnston  
Ted Hankins  
John Fryling  
Larry VanCamp  
Ross Skinner



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# Trouble Ticket Report

January 2010

EXCHANGE	January												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09			
ALMIRA	3.31%	1.03%	0.78%	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	3	0.82%	
AMES LAKE	0.49%	0.67%	0.84%	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	1	0.18%	
ARLETTA	1.04%	0.48%	0.59%	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	17	0.94%	
ASHFORD	1.27%	1.77%	1.08%	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	5	0.50%	
BASIN CITY	0.17%	0.70%	0.70%	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	5	0.85%	
BEAVER	0.49%	0.00%	0.49%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	1	0.28%	
BLAKELY ISL	1.47%	0.29%	0.00%	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	1	0.29%	
CARNATION	1.82%	0.74%	1.05%	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	16	1.42%	
CATHLAMET	1.26%	0.60%	1.05%	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	10	0.80%	
CHENEX / EWU	1.14%	0.30%	0.69%	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	28	0.71%	
CHEWELAH / VALLEY	1.55%	0.67%	0.85%	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	39	1.01%	
CHINOOK	2.06%	0.26%	0.52%	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	4	1.04%	
CLALLAM BAY	1.13%	0.16%	0.32%	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	3	0.49%	
CLEARWATER	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	2	1.43%	
CONNELL	0.29%	0.22%	0.93%	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	3	0.25%	
COULLEE CITY	1.08%	0.27%	0.81%	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	10	1.41%	
COWICHE	0.22%	0.22%	0.11%	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	5	0.59%	
CRESTON	1.54%	0.52%	1.29%	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	5	1.40%	
CURTIS	3.20%	1.37%	1.38%	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	7	1.79%	
DAVENPORT	1.93%	0.46%	1.03%	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	12	0.61%	
EASTSOUND	0.96%	0.85%	0.77%	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	53	1.20%	
EDWALL-TYLER	1.51%	2.02%	1.02%	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	6	1.52%	



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# Trouble Ticket Report

January 2010

EXCHANGE	January 2010												January		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Trouble Tickets	% of Trouble Tickets	
ELMA	1.56%	0.85%	0.80%	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	54	1.70%	
ELTOPIA	0.38%	0.38%	0.00%	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	5	1.87%	
EUREKA	0.99%	0.98%	0.34%	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0	0.00%	
FALL CITY	1.51%	0.63%	0.71%	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	28	1.27%	
FORKS	0.38%	0.35%	0.41%	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	10	0.30%	
FOX ISLAND	0.90%	0.45%	0.92%	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	11	1.20%	
FRIDAY HARBOR	0.57%	0.55%	0.74%	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	42	0.68%	
GIG HARBOR	0.72%	0.48%	0.49%	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	148	0.96%	
GLENOMA	3.06%	1.40%	1.40%	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	2	0.57%	
HANSVILLE	0.46%	0.26%	0.33%	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	6	0.41%	
HARRINGTON	0.75%	0.50%	1.25%	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	5	1.30%	
HUNPTULIPS	0.60%	0.61%	0.61%	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	3	1.02%	
INCHELIUM/HUNTERS	0.55%	0.49%	0.28%	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	3	0.23%	
KAHLOTUS	0.58%	1.16%	0.58%	0.58%	0.58%	0.59%	2.98%	0.00%	0.00%	0.61%	0.00%	0.61%	2	1.20%	
KETTLE FALLS	0.75%	0.43%	0.48%	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	14	0.56%	
KINGSTON	0.56%	0.52%	0.30%	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	24	0.65%	
LAKE QUINAULT	1.40%	0.53%	1.06%	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	14	2.71%	
LAKEBAY	1.31%	0.89%	1.28%	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	59	1.16%	
LIND	0.23%	0.23%	0.45%	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	2	0.47%	
LONG BEACH	1.02%	0.71%	0.63%	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	33	0.90%	
LOPEZ	1.43%	0.67%	0.80%	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	15	0.63%	
MATHEWS CORNER	0.95%	0.24%	1.21%	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	2	0.49%	

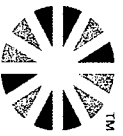


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# Trouble Ticket Report

January 2010

EXCHANGE	January 2010												January		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Trouble Tickets	% of Trouble Tickets	
MCCLEARY	1.10%	0.90%	0.30%	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	15	1.66%	
MEDICAL LAKE	0.99%	0.88%	0.48%	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	17	0.61%	
MESA	1.18%	0.40%	0.40%	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	1	0.42%	
MINERAL	3.27%	0.91%	0.92%	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	10	2.97%	8
MONTESANO	1.20%	0.54%	0.30%	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	17	0.63%	
MORTON	3.56%	1.03%	0.97%	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	14	1.01%	
NEAH BAY	0.22%	0.11%	0.11%	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	3	0.33%	
NESEPELEM	3.01%	1.34%	0.50%	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	9	1.40%	
NORTH BEND 831/888	1.57%	0.73%	0.81%	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	42	0.80%	
NORTH VASHON	1.21%	1.61%	0.48%	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	13	1.33%	
OCEAN PARK	1.84%	1.47%	0.94%	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	55	1.75%	
OCOSTA	0.33%	0.33%	1.00%	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	1	0.39%	
ODESSA	1.40%	0.77%	0.89%	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	4	0.52%	
ORTING	1.39%	1.31%	1.29%	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	52	1.32%	
PACIFIC BEACH	0.40%	0.50%	0.51%	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	13	1.36%	
PACKWOOD	1.66%	0.40%	0.70%	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	4	0.41%	
PE ELL	0.27%	0.79%	0.93%	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	12	1.63%	
PUGET ISLAND	1.05%	0.26%	3.47%	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	3	0.84%	
RANDLE	3.14%	0.43%	1.19%	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	7	0.74%	



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# Trouble Ticket Report

January 2010

EXCHANGE	January 2010												January		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAN	1.49%	0.82%	0.90%	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	37	1.46%	
REARDAN	3.58%	1.20%	0.94%	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	9	0.79%	
RIMROCK/WHITEPASS	1.11%	0.37%	0.00%	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0	0.00%	
RTZVILLE-BENGE	0.96%	0.28%	0.41%	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	3	0.20%	
ROYAL CITY	0.63%	0.57%	0.69%	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	33	1.96%	
SNOQUALMIE RIDGE 396	0.23%	0.31%	0.31%	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	3	0.24%	
SNOQUALMIE PASS 434	1.91%	1.45%	1.47%	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	8	1.87%	
SOUTH BEND	1.16%	0.73%	1.24%	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	21	1.66%	
SOUTH PRAIRIE	2.51%	1.58%	1.37%	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	19	1.31%	
SPANGLE	3.44%	1.30%	1.75%	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	4	0.85%	
SPRAGUE	1.12%	0.67%	1.33%	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	8	1.86%	
STARBUCK	1.60%	0.00%	0.81%	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0	0.00%	
TIETON	0.55%	0.27%	0.41%	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	3	0.40%	
TWISP	0.36%	0.41%	0.62%	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	20	1.15%	
VADER	1.01%	0.67%	1.00%	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	29	3.47%	
VASHON	1.42%	0.63%	0.46%	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	32	0.85%	
WASHTUCNA	0.00%	1.28%	0.85%	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	3	1.30%	
WILBUR	2.47%	1.08%	1.30%	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	6	0.71%	
WILSON CREEK	2.46%	0.93%	2.15%	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	5	1.68%	
WINTHROP	0.14%	0.32%	0.51%	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	10	0.44%	
YACOLT	1.33%	0.97%	0.30%	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	11	0.69%	
GRAND TOTAL	1.15%	0.67%	0.72%	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	1282	0.96%	

# Quality of Service

January 2010

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,962	540	8

## (4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A	
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)
649	5	644	639	5
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)
643	0	643	637	6

**(4) Installation or Activation of Basic Service**  
**Attachment A for January 2010**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
LONG BEACH	55	0
OCEAN PARK	26	0
CHINOOK	9	0
GIG HARBOR	100	0
FOX ISLAND	3	0
ARLETTA	5	0
MORTON	23	0
MINERAL	4	0
GLENOMA	0	0
RANDLE	8	0
PACKWOOD	2	0
ASHFORD	13	0
YACOLT	11	0
ORTING	32	0
SOUTH PRAIRIE	14	0
CONNELL	12	0
MESA	2	0
BASIN CITY	9	0
ELTOPIA	5	0
MATHEWS CORNER	3	0
KAHLOTUS	4	0
WASHTUCNA	2	0
LIND	2	0
STARBUCK	0	0
EUREKA	4	0
ROYAL CITY	15	0
LOPEZ/SHAW ISLAND	9	0
PUGET ISLAND	0	0
RAYMOND	8	0
RAYMOND/LEBAM	16	0
CATHLAMET	5	0
SOUTH BEND	14	0
OCOSTA	3	0
CURTIS	3	0
PE ELL	9	0
VADER	11	0
LAKEBAY (includes 1302)	26	0
MCCLEARY	10	0
ELMA	37	0
MONTESANO	15	0
KINGSTON	30	0
HANSVILLE	4	0
TWISP	18	0
WINTHROP	11	0
VASHON	17	0
NORTH VASHON	5	0

**(4) Installation or Activation of Basic Service  
Attachment A for January 2010**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
CHENEY	81	0
E.W.U.	0	0
SPANGLE	4	0
MEDICAL LAKE	31	0
REARDAN	4	0
DAVENPORT	13	0
CRESTON	2	0
HUNTERS/INCHELIUM	16	0
VALLEY	7	0
CHEWELAH	32	0
KETTLE FALLS	11	0
WILBUR	4	0
ODESSA	3	0
HARRINGTON	3	0
ALMIRA	4	0
COULEE CITY	4	0
WILSON CREEK	4	0
NESPELEM	15	0
RITZVILLE-BENGE	12	0
SPRAGUE	9	0
EDWALL-TYLER	1	0
NORTHBEND	37	0
SNOQUALMIE PASS	5	0
FALL CITY	11	0
CARNATION	6	0
SNOQUALMIE RIDGE	18	0
AMES LAKE	2	0
FRIDAY HARBOR	29	0
EAST SOUND	30	0
BLAKELY ISLAND/DECATURE	3	0
FORKS	39	0
NEAH BAY	8	0
BEAVER	9	0
CLALLAM BAY	15	0
CLEARWATER	1	0
PACIFIC BEACH	10	0
LAKE QUINAULT	9	0
HUMPTULIPS	8	0
COWICHE	9	0
TIETON	11	0
RIMROCK	0	0





CenturyLink™

WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

January 2010

EXCHANGE	TOTAL EXCLUDED	REASON
Mineral	8	8 due to Natural Causes

