

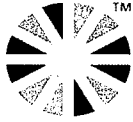


Trouble Ticket Report

CenturyLink™

February 2010

EXCHANGE	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	February	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	1.03%	0.78%	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	5	1.39%	
AMES LAKE	0.67%	0.84%	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	3	0.54%	
ARLETTA	0.48%	0.59%	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	8	0.45%	
ASHFORD	1.77%	1.08%	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	6	0.61%	
BASIN CITY	0.70%	0.70%	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	1	0.17%	
BEAVER	0.00%	0.49%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	2	0.55%	
BLAKELY ISL	0.29%	0.00%	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0	0.00%	
CARNATION	0.74%	1.05%	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	12	1.11%	
CATHLAMET	0.60%	1.05%	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	12	0.96%	
CHENEY / EWU	0.30%	0.69%	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	16	0.41%	
CHEWELAH / VALLEY	0.67%	0.85%	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	25	0.65%	
CHINOOK	0.26%	0.52%	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0	0.00%	
CLALLAM BAY	0.16%	0.32%	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	1	0.17%	
CLEARWATER	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	1	0.69%	
CONNELL	0.22%	0.93%	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	5	0.42%	
COULEE CITY	0.27%	0.81%	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	4	0.57%	
COWICHE	0.22%	0.11%	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	2	0.24%	
CRESTON	0.52%	1.29%	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0	0.00%	
CURTIS	1.37%	1.38%	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	10	2.62%	
DAVENPORT	0.46%	1.03%	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	8	0.41%	
EASTSOUND	0.85%	0.77%	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	35	0.79%	
EDWALL-TYLER	2.02%	1.02%	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	2	0.51%	



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													Trouble Tickets		
ELMA	0.85%	0.80%	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	39	1.23%	
ELTOPIA	0.38%	0.00%	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	2	0.75%	
EUREKA	0.98%	0.34%	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	3	1.14%	
FALL CITY	0.63%	0.71%	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	17	0.78%	
FORKS	0.35%	0.41%	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	2	0.06%	
FOX ISLAND	0.45%	0.92%	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	4	0.44%	
FRIDAY HARBOR	0.55%	0.74%	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	29	0.47%	
GIG HARBOR	0.48%	0.49%	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	87	0.58%	
GLENOMA	1.40%	1.40%	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	3	0.86%	
HANSVILLE	0.26%	0.33%	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	8	0.55%	
HARRINGTON	0.50%	1.25%	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	1	0.26%	
HUMPTULIPS	0.61%	0.61%	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	4	1.42%	
INCHELIUM/HUNTERS	0.49%	0.28%	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	3	0.23%	
KAHLOTUS	1.16%	0.58%	0.58%	0.58%	0.59%	2.98%	0.00%	0.00%	0.61%	0.00%	0.61%	1.20%	0	0.00%	
KETTLE FALLS	0.43%	0.48%	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	15	0.60%	
KINGSTON	0.52%	0.30%	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	17	0.46%	
LAKE QUINAULT	0.53%	1.06%	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	6	1.18%	
LAKEBAY	0.89%	1.28%	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	53	1.06%	
LIND	0.23%	0.45%	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	3	0.71%	
LONG BEACH	0.71%	0.63%	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	21	0.58%	
LOPEZ	0.67%	0.80%	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	32	1.35%	
MATHEWS CORNER	0.24%	1.21%	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	3	0.74%	



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													Trouble Tickets		
MCCLEARY	0.90%	0.30%	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	9	1.00%	
MEDICAL LAKE	0.88%	0.48%	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	20	0.72%	
MESA	0.40%	0.40%	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	1	0.42%	
MINERAL	0.91%	0.92%	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	6	1.76%	
MONTESANO	0.54%	0.30%	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	18	0.67%	
MORTON	1.03%	0.97%	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	7	0.51%	
NEAH BAY	0.11%	0.11%	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	1	0.11%	
NESPELEM	1.34%	0.50%	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	6	0.93%	
NORTH BEND <small>831/888</small>	0.73%	0.81%	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	24	0.46%	
NORTH VASHON	1.61%	0.48%	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	4	0.41%	
OCEAN PARK	1.47%	0.94%	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	45	1.44%	
OCOSTA	0.33%	1.00%	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	3	1.18%	
ODESSA	0.77%	0.89%	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	6	0.78%	
ORTING	1.31%	1.29%	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	42	1.08%	
PACIFIC BEACH	0.50%	0.51%	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	12	1.27%	
PACKWOOD	0.40%	0.70%	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	2	0.21%	
PE ELL	0.79%	0.93%	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	3	0.41%	
PUGET ISLAND	0.26%	3.47%	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	2	0.56%	
RANDLE	0.43%	1.19%	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	6	0.64%	



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													Trouble Tickets		
RAYMOND-LEBAM	0.82%	0.90%	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	36	1.43%	
REARDAN	1.20%	0.94%	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	6	0.53%	
RIMROCK/WHITEPASS	0.37%	0.00%	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	3	1.38%	
RITZVILLE-BENGE	0.28%	0.41%	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	3	0.20%	
ROYAL CITY	0.57%	0.69%	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	29	1.74%	
SNOQUALMIE RIDGE 396	0.31%	0.31%	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	1	0.08%	
SNOQUALMIE PASS 434	1.45%	1.47%	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	3	0.71%	
SOUTH BEND	0.73%	1.24%	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	6	0.48%	
SOUTH PRAIRIE	1.58%	1.37%	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	18	1.25%	
SPANGLE	1.30%	1.75%	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	4	0.85%	
SPRAGUE	0.67%	1.33%	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	3	0.70%	
STARBUCK	0.00%	0.81%	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0	0.00%	
TIETON	0.27%	0.41%	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	2	0.27%	
TWISP	0.41%	0.62%	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	4	0.23%	
VADER	0.67%	1.00%	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	14	1.71%	
VASHON	0.63%	0.46%	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	24	0.64%	
WASHTUCNA	1.28%	0.85%	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	1	0.44%	
WILBUR	1.08%	1.30%	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	6	0.72%	
WILSON CREEK	0.93%	2.15%	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	2	0.69%	
WINTHROP	0.32%	0.51%	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	7	0.31%	
YACOLT	0.97%	0.30%	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	10	0.63%	
GRAND TOTAL	0.67%	0.72%	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	909	0.68%	

Quality of Service

February 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,030	62	0

(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)
457	1	456	455	1
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)
455	0	455	449	6

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	35	0
OCEAN PARK	23	0
CHINOOK	4	0
GIG HARBOR	99	2
FOX ISLAND	2	0
ARLETTA	12	0
MORTON	15	1
MINERAL	6	0
GLENOMA	4	0
RANDLE	9	0
PACKWOOD	3	0
ASHFORD	6	0
YACOLT	19	0
ORTING	42	0
SOUTH PRAIRIE	14	0
CONNELL	19	0
MESA	4	0
BASIN CITY	7	0
ELTOPIA	1	0
MATHEWS CORNER	4	0
KAHLOTUS	3	0
WASHTUCNA	1	0
LIND	6	0
STARBUCK	2	0
EUREKA	2	0
ROYAL CITY	20	0
LOPEZ/SHAW ISLAND	8	0
PUGET ISLAND	3	0
RAYMOND	10	2
RAYMOND/LEBAM	9	0
CATHLAMET	16	0
SOUTH BEND	10	0
OCOSTA	3	0
CURTIS	3	0
PE ELL	10	0
VADER	9	1
LAKEBAY (includes 1302)	42	0
MCCLEARY	9	0
ELMA	31	1
MONTESANO	16	0
KINGSTON	20	0
HANSVILLE	7	0
TWISP	16	0
WINTHROP	6	0
VASHON	28	0
NORTH VASHON	6	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	70	0
E.W.U.	0	0
SPANGLE	6	0
MEDICAL LAKE	20	0
REARDAN	8	0
DAVENPORT	12	1
CRESTON	4	0
HUNTERS/INCHELIUM VALLEY	22	0
CHEWELAH	9	0
KETTLE FALLS	31	0
WILBUR	26	0
ODESSA	5	0
HARRINGTON	5	0
ALMIRA	2	0
COULEE CITY	2	0
WILSON CREEK	4	0
NESPELEM	3	0
RITZVILLE-BENGE	24	0
SPRAGUE	12	0
EDWALL-TYLER	3	0
NORTHBEND	3	0
SNOQUALMIE PASS	22	0
FALL CITY	2	0
CARNATION	16	0
SNOQUALMIE RIDGE	13	0
AMES LAKE	2	0
FRIDAY HARBOR	1	0
EAST SOUND	27	1
BLAKELY ISLAND/DECATURE	32	0
FORKS	3	0
NEAH BAY	25	0
BEAVER	15	0
CLALLAM BAY	1	0
CLEARWATER	2	0
PACIFIC BEACH	7	0
LAKE QUINAULT	8	0
HUMPTULIPS	4	0
COWICHE	1	0
TIETON	8	0
RIMROCK	15	0
	1	0



Century**Link**TM

WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

February 2010

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to Exclude



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
February 2010

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