



April 15, 2010

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

Attention: Kristen Russell
Robert Williamson


Reference: **SERVICE QUALITY PERFORMANCE REPORT - March - 2010**

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for March - 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

2010 APR 19 AM 8:05
COMMUNICATIONS SECTION
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION



CenturyLink™

Trouble Ticket Report

March 2010

EXCHANGE	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	March	
													Trouble Tickets	% of Trouble Tickets
ALMIRA	0.78%	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	1.39%	1	0.28%
AMBS LAKE	0.84%	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	0.54%	3	0.54%
ARLETTA	0.59%	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	0.45%	13	0.75%
ASHFORD	1.08%	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	0.61%	12	1.20%
BASIN CITY	0.70%	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	0.17%	4	0.68%
BEAVER	0.49%	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	0.55%	1	0.28%
BLAKELY ISL	0.00%	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0.00%	1	0.30%
CARNATTON	1.05%	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	1.11%	17	1.57%
CATHLAMET	1.05%	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	0.96%	17	1.37%
CHENEY / EWU	0.69%	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	0.41%	17	0.43%
CHEWELAH / VALLEY	0.85%	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	0.65%	24	0.63%
CHINOOK	0.52%	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0.00%	4	1.09%
CLALLAM BAY	0.32%	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	0.17%	2	0.33%
CLEARWATER	0.00%	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	0.69%	0	0.00%
CONNELL	0.93%	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	0.42%	4	0.33%
COULBE CITY	0.81%	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	0.57%	5	0.71%
COWICHE	0.11%	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	0.24%	6	0.72%
CRESTON	1.29%	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0.00%	5	1.44%
CURTIS	1.38%	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	2.62%	6	1.60%
DAVENPORT	1.03%	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	0.41%	16	0.81%
EASTSOUND	0.77%	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	0.79%	38	0.87%
EDWALL-TYLER	1.02%	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	0.51%	6	1.55%



CenturyLink™

Trouble Ticket Report

March 2010

EXCHANGE	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	March		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELMA	0.80%	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	1.23%	39	1.26%	
ELTOPIA	0.00%	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	0.75%	0	0.00%	
EUREKA	0.34%	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	1.14%	2	0.74%	
FALL CITY	0.71%	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	0.78%	8	0.37%	
FORKS	0.41%	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	0.06%	12	0.37%	
FOX ISLAND	0.92%	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	0.44%	6	0.68%	
FRIDAY HARBOR	0.74%	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	0.47%	44	0.72%	
GIG HARBOR	0.49%	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	0.58%	92	0.62%	
GLENOMA	1.40%	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	0.86%	7	2.05%	
HANSVILLE	0.33%	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	0.55%	11	0.76%	
HARRINGTON	1.25%	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	0.26%	3	0.79%	
HUMPTULIPS	0.61%	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	1.42%	4	1.40%	
INCHELIUM/HUNTERS	0.28%	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	0.23%	9	0.69%	
KAHLOTUS	0.58%	0.58%	0.58%	0.59%	2.98%	0.00%	0.00%	0.61%	0.00%	0.61%	1.20%	0.00%	0	0.00%	
KETTLE FALLS	0.48%	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	0.60%	13	0.53%	
KINGSTON	0.30%	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	0.46%	40	1.11%	
LAKE QUINAULT	1.06%	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	1.18%	2	0.39%	
LAKEBAY	1.28%	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	1.06%	35	0.71%	
LIND	0.45%	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	0.71%	3	0.72%	
LONG BEACH	0.63%	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	0.58%	23	0.64%	
LOPEZ	0.80%	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	1.35%	16	0.68%	
MATHEWS CORNER	1.21%	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	0.74%	5	1.21%	

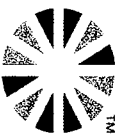


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Trouble Ticket Report

March 2010

EXCHANGE	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	March		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
MCCLARY	0.30%	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	1.00%	7	0.80%	
MEDICAL LAKE	0.48%	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	0.72%	21	0.77%	
MESA	0.40%	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	0.42%	1	0.42%	
MINERAL	0.92%	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	1.76%	4	1.17%	
MONTESANO	0.30%	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	0.67%	15	0.57%	
MORTON	0.97%	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	0.51%	9	0.66%	
NEAH BAY	0.11%	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	0.11%	6	0.66%	
NEPELEM	0.50%	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	0.93%	8	1.27%	
NORTH BEND 831/888	0.81%	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	0.46%	38	0.74%	
NORTH VASHON	0.48%	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	0.41%	6	0.62%	
OCEAN PARK	0.94%	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	1.44%	39	1.27%	
OCCOSTA	1.00%	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	1.18%	2	0.80%	
ODESSA	0.89%	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	0.78%	5	0.65%	
ORTING	1.29%	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	1.08%	34	0.89%	
PACIFIC BEACH	0.51%	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	1.27%	21	2.25%	
PACKWOOD	0.70%	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	0.21%	3	0.32%	
PE ILL	0.93%	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	0.41%	6	0.82%	
PUGET ISLAND	3.47%	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	0.56%	4	1.13%	
RANDLE	1.19%	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	0.64%	5	0.54%	



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													Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAM	0.90%	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	1.43%	24	0.96%	
REARDAN	0.94%	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	0.53%	10	0.88%	
RIMROCK/WHITEPASS	0.00%	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	1.38%	0	0.00%	
RTZVILLE-BENGE	0.41%	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	0.20%	7	0.47%	
ROYAL CITY	0.69%	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	1.74%	26	1.57%	
SNOQUALMIE RIDGE 396	0.31%	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	0.08%	4	0.33%	
SNOQUALMIE PASS 434	1.47%	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	0.71%	0	0.00%	
SOUTH BEND	1.24%	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	0.48%	13	1.04%	
SOUTH PRAIRIE	1.37%	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	1.25%	6	0.42%	
SPANGLE	1.75%	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	0.85%	2	0.42%	
SPRAGUE	1.33%	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	0.70%	1	0.23%	
STARBUCK	0.81%	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0.00%	1	0.96%	
TIETON	0.41%	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	0.27%	3	0.41%	
TWISP	0.62%	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	0.23%	12	0.69%	
VADER	1.00%	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	1.71%	8	1.00%	
VASHON	0.46%	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	0.64%	23	0.62%	
WASHTUCNA	0.85%	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	0.44%	1	0.44%	
WILBUR	1.30%	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	0.72%	7	0.83%	
WILSON CREEK	2.15%	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	0.69%	2	0.69%	
WINTHROP	0.51%	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	0.31%	3	0.13%	
YACOLT	0.30%	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	0.63%	16	1.03%	
GRAND TOTAL	0.72%	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	0.68%	979	0.74%	

Quality of Service

March 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,026	20	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:	See Attachment B	
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)
529	3	526	525	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	453	2

(4) Installation or Activation of Basic Service

Attachment A for March 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	44	0
OCEAN PARK	27	0
CHINOOK	2	0
GIG HARBOR	114	0
FOX ISLAND	5	0
ARLETTA	11	0
MORTON	23	1
MINERAL	6	0
GLENOMA	4	0
RANDLE	15	0
PACKWOOD	7	0
ASHFORD	8	0
YACOLT	15	0
ORTING	38	1
SOUTH PRAIRIE	18	0
CONNELL	42	0
MESA	2	0
BASIN CITY	9	0
ELTOPIA	3	0
MATHEWS CORNER	10	0
KAHLOTUS	1	0
WASHTUCNA	3	0
LIND	3	0
STARBUCK	3	0
EUREKA	6	0
ROYAL CITY	17	0
LOPEZ/SHAW ISLAND	10	0
PUGET ISLAND	3	0
RAYMOND	12	0
RAYMOND/LEBAM	10	0
CATHLAMET	16	0
SOUTH BEND	21	1
OCOSTA	1	0
CURTIS	5	0
PE ELL	12	0
VADER	7	0
LAKEBAY (includes 1302)	44	0
MCCLEARY	8	0
ELMA	41	1
MONTESANO	20	0
KINGSTON	20	1
HANSVILLE	9	0
TWISP	12	1
WINTHROP	14	0
VASHON	16	0
NORTH VASHON	6	0

(4) Installation or Activation of Basic Service

Attachment A for March 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	64	0
E.W.U.	0	0
SPANGLE	1	0
MEDICAL LAKE	34	0
REARDAN	11	0
DAVENPORT	25	0
CRESTON	2	0
HUNTERS/INCHELIUM	11	0
VALLEY	9	1
CHEWELAH	36	0
KETTLE FALLS	22	1
WILBUR	6	0
ODESSA	7	0
HARRINGTON	4	0
ALMIRA	1	0
COULEE CITY	10	0
WILSON CREEK	1	0
NESPELEM	9	0
RITZVILLE-BENGE	18	0
SPRAGUE	4	0
EDWALL-TYLER	2	0
NORTHBEND	34	0
SNOQUALMIE PASS	2	0
FALL CITY	16	0
CARNATION	12	0
SNOQUALMIE RIDGE	9	0
AMES LAKE	3	0
FRIDAY HARBOR	56	0
EAST SOUND	39	0
BLAKELY ISLAND/DECATURE	6	0
FORKS	43	0
NEAH BAY	6	0
BEAVER	7	0
CLALLAM BAY	6	0
CLEARWATER	0	0
PACIFIC BEACH	13	0
LAKE QUINAULT	11	0
HUMPTULIPS	3	0
COWICHE	9	0
TIETON	22	0
RIMROCK	1	0

(4) Installation or Activation of Basic Service
Attachment B for 1st Quarter 2010 (Jan, Feb, Mar)

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (December Snapshot)
LONG BEACH	134	0
OCEAN PARK	76	0
CHINOOK	15	0
GIG HARBOR	313	0
FOX ISLAND	10	0
ARLETTA	28	0
MORTON	61	0
MINERAL	16	0
GLENOMA	8	0
RANDLE	32	0
PACKWOOD	12	0
ASHFORD	27	0
YACOLT	45	0
ORTING	112	0
SOUTH PRAIRIE	46	0
CONNELL	73	0
MESA	8	0
BASIN CITY	25	0
ELTOPIA	9	0
MATHEWS CORNER	17	0
KAHLOTUS	8	0
WASHTUCNA	6	0
LIND	11	0
STARBUCK	5	0
EUREKA	12	0
ROYAL CITY	52	0
LOPEZ/SHAW ISLAND	27	0
PUGET ISLAND	6	0
RAYMOND	30	0
RAYMOND/LEBAM	35	0
CATHLAMET	37	0
SOUTH BEND	45	0
OCOSTA	7	0
CURTIS	11	0
PE ELL	31	0
VADER	27	0
LAKEBAY (includes 1302)	112	0
MCCLEARY	27	0
ELMA	109	0
MONTESANO	51	0
KINGSTON	70	0
HANSVILLE	20	0
TWISP	46	0
WINTHROP	31	0
VASHON	61	0
NORTH VASHON	17	0

(4) Installation or Activation of Basic Service
Attachment B for 1st Quarter 2010 (Jan, Feb, Mar)

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (December Snapshot)
CHENEY	215	0
E.W.U.	0	0
SPANGLE	11	0
MEDICAL LAKE	85	0
REARDAN	23	0
DAVENPORT	50	0
CRESTON	8	0
HUNTERS/INCHELIUM	49	0
VALLEY	25	0
CHEWELAH	99	0
KETTLE FALLS	59	0
WILBUR	15	0
ODESSA	15	0
HARRINGTON	9	0
ALMIRA	7	0
COULEE CITY	18	0
WILSON CREEK	8	0
NESPELEM	48	0
RITZVILLE-BENGE	42	0
SPRAGUE	16	0
EDWALL-TYLER	6	0
NORTHBEND	93	0
SNOQUALMIE PASS	9	0
FALL CITY	43	0
CARNATION	31	0
SNOQUALMIE RIDGE	29	0
AMES LAKE	6	0
FRIDAY HARBOR	112	0
EAST SOUND	101	0
BLAKELY ISLAND/DECATURE	12	0
FORKS	107	0
NEAH BAY	29	0
BEAVER	17	0
CLALLAM BAY	23	0
CLEARWATER	8	0
PACIFIC BEACH	31	0
LAKE QUINAULT	24	0
HUMPTULIPS	12	0
COWICHE	26	0
TIETON	48	0
RIMROCK	2	0



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WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 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