



May 19, 2010

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

Attention: Kristen Russell
Robert Williamson


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

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for April - 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 MAY 24 AM 8:35
CENTURYLINK
COMMUNICATIONS

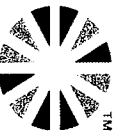


CenturyLink™

Trouble Ticket Report

April 2010

EXCHANGE	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	April		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
ALMIRA	1.55%	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	1.39%	0.28%	4	1.12%	
AMES LAKE	0.50%	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	0.54%	0.54%	19	3.45%	
ARLETTA	0.79%	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	0.45%	0.75%	3	0.18%	
ASHFORD	1.57%	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	0.61%	1.20%	12	1.21%	
BASIN CITY	0.70%	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	0.17%	0.68%	2	0.34%	
BEAVER	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	0.55%	0.28%	2	0.56%	
BLAKELY ISL	0.29%	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0.00%	0.30%	2	0.61%	
CARNATION	0.75%	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	1.11%	1.57%	5	0.47%	
CATHLAMET	0.90%	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	0.96%	1.37%	11	0.89%	
CHENEY / EWU	0.34%	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	0.41%	0.43%	18	0.46%	
CHEWELAH / VALLEY	1.09%	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	0.65%	0.63%	27	0.72%	
CHINOOK	1.29%	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0.00%	1.09%	4	1.09%	
CLALLAM BAY	0.32%	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	0.17%	0.33%	3	0.51%	
CLEARWATER	0.00%	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	0.69%	0.00%	0	0.00%	
CONNELL	0.93%	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	0.42%	0.33%	5	0.41%	
COULBE CITY	0.81%	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	0.57%	0.71%	3	0.42%	
COWICHE	0.33%	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	0.24%	0.72%	3	0.36%	
CRESTON	0.00%	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0.00%	1.44%	2	0.58%	
CURTIS	0.46%	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	2.62%	1.60%	5	1.32%	
DAVENPORT	1.18%	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	0.41%	0.81%	13	0.67%	
EASTSOUND	1.21%	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	0.79%	0.87%	50	1.15%	
EDWALL-TYLER	0.51%	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	0.51%	1.55%	3	0.81%	



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Trouble Ticket Report

April 2010

EXCHANGE	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	April	
													Trouble Tickets	% of Trouble Tickets
BLMA	0.83%	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	1.23%	1.26%	30	0.97%
ELTOPIA	0.00%	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	0.75%	0.00%	3	1.13%
EUREKA	0.67%	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	1.14%	0.74%	0	0.00%
FALL CITY	0.75%	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	0.78%	0.37%	19	0.90%
FORKS	0.27%	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	0.06%	0.37%	7	0.21%
FOX ISLAND	0.18%	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	0.44%	0.68%	2	0.23%
FRIDAY HARBOR	0.60%	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	0.47%	0.72%	40	0.66%
GIG HARBOR	0.47%	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	0.58%	0.62%	85	0.58%
GLENOMA	1.40%	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	0.86%	2.05%	2	0.58%
HANSVILLE	0.80%	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	0.55%	0.76%	10	0.70%
HARRINGTON	1.25%	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	0.26%	0.79%	5	1.34%
HUMPTULIPS	0.61%	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	1.42%	1.40%	2	0.70%
INCHELIUM/HUNTERS	0.49%	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	0.23%	0.69%	12	0.92%
KAHLOTUS	0.58%	0.58%	0.59%	2.98%	0.00%	0.61%	0.61%	0.00%	0.61%	1.20%	0.00%	0.00%	0	0.00%
KETTLE FALLS	0.48%	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	0.60%	0.53%	19	0.78%
KINGSTON	0.65%	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	0.46%	1.11%	23	0.64%
LAKE QUINAULT	0.35%	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	1.18%	0.39%	4	0.80%
LAKEBAY	0.80%	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	1.06%	0.71%	38	0.78%
LIND	0.45%	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	0.71%	0.72%	1	0.24%
LONG BEACH	0.73%	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	0.58%	0.64%	37	1.03%
LOPEZ	0.97%	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	1.35%	0.68%	22	0.94%
MATHEWS CORNER	0.97%	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	0.74%	1.21%	4	0.97%



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													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
MCCLEARY	0.81%	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	1.00%	0.80%	7	0.80%	
MEDICAL LAKE	0.44%	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	0.72%	0.77%	20	0.74%	
MESA	1.19%	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	0.42%	0.42%	1	0.43%	
MINERAL	1.53%	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	1.76%	1.17%	6	1.80%	
MONTESANO	0.37%	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	0.67%	0.57%	9	0.35%	
MORTON	0.63%	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	0.51%	0.66%	7	0.51%	
NEAH BAY	0.55%	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	0.11%	0.66%	5	0.55%	
NEPELEM	0.99%	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	0.93%	1.27%	8	1.27%	
NORTH BEND 831/888	0.67%	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	0.46%	0.74%	34	0.68%	
NORTH VASHON	1.05%	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	0.41%	0.62%	7	0.74%	
OCEAN PARK	0.82%	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	1.44%	1.27%	30	0.97%	
O COSTA	0.66%	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	1.18%	0.80%	2	0.82%	
ODESSA	0.76%	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	0.78%	0.65%	5	0.66%	
ORTING	0.93%	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	1.08%	0.89%	28	0.75%	
PACIFIC BEACH	0.51%	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	1.27%	2.25%	17	1.85%	
PACKWOOD	0.40%	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	0.21%	0.32%	1	0.11%	
PE ELL	0.40%	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	0.41%	0.82%	8	1.10%	
PUGET ISLAND	1.07%	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	0.56%	1.13%	4	1.14%	
RANDLE	0.22%	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	0.64%	0.54%	6	0.65%	



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RAYMOND-LEBAM	0.56%	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	1.43%	0.96%	18	0.72%	
REARDAN	1.71%	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	0.53%	0.88%	12	1.06%	
RIMROCK/WHITEPASS	0.38%	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	1.38%	0.00%	0	0.00%	
RTZVILLE-BENGE	0.55%	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	0.20%	0.47%	7	0.47%	
ROYAL CITY	0.46%	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	1.74%	1.57%	22	1.33%	
SNOQUALMIE RIDGE 396	0.08%	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	0.08%	0.33%	4	0.33%	
SNOQUALMIE PASS 434	0.74%	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	0.71%	0.00%	1	0.24%	
SOUTH BEND	0.22%	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	0.48%	1.04%	12	0.96%	
SOUTH PRAIRIE	0.69%	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	1.25%	0.42%	5	0.35%	
SPANGLE	0.87%	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	0.85%	0.42%	4	0.85%	
SPRAGUE	1.11%	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	0.70%	0.23%	6	1.43%	
STARBUCK	0.00%	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0.00%	0.96%	2	1.94%	
TIETON	0.68%	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	0.27%	0.41%	3	0.42%	
TWISP	0.62%	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	0.23%	0.69%	11	0.65%	
VADER	0.56%	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	1.71%	1.00%	4	0.50%	
VASHON	0.83%	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	0.64%	0.62%	23	0.63%	
WASHTUONA	0.00%	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	0.44%	0.44%	0	0.00%	
WILBUR	0.65%	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	0.72%	0.83%	19	2.26%	
WILSON CREEK	0.31%	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	0.69%	0.69%	1	0.35%	
WINTHROP	0.41%	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	0.31%	0.13%	9	0.40%	
YACOLT	0.97%	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	0.63%	1.03%	11	0.72%	
GRAND TOTAL	0.67%	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	0.68%	0.74%	940	0.72%	

Quality of Service

April 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,468	13	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

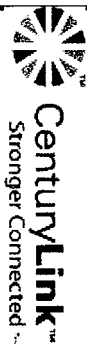
Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
521	0	521	517	4
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
419	0	419	414	5

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	41	0
OCEAN PARK	27	0
CHINOOK	5	0
GIG HARBOR	109	0
FOX ISLAND	6	0
ARLETTA	10	0
MORTON	21	0
MINERAL	7	0
GLENOMA	7	0
RANDLE	8	0
PACKWOOD	8	0
ASHFORD	13	0
YACOLT	22	0
ORTING	32	0
SOUTH PRAIRIE	17	0
CONNELL	19	0
MESA	2	0
BASIN CITY	9	0
ELTOPIA	0	0
MATHEWS CORNER	7	0
KAHLOTUS	2	0
WASHTUCNA	3	0
LIND	11	0
STARBUCK	2	1
EUREKA	4	0
ROYAL CITY	22	0
LOPEZ/SHAW ISLAND	23	1
PUGET ISLAND	5	0
RAYMOND	11	0
RAYMOND/LEBAM	14	0
CATHLAMET	19	0
SOUTH BEND	15	0
OCOSTA	2	0
CURTIS	7	0
PE ELL	6	0
VADER	11	0
LAKEBAY (includes 1302)	41	0
MCCLEARY	11	0
ELMA	26	0
MONTESANO	17	0
KINGSTON	29	0
HANSVILLE	4	0
TWISP	17	2
WINTHROP	12	1
VASHON	28	0
NORTH VASHON	9	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	93	0
E.W.U.	0	0
SPANGLE	2	0
MEDICAL LAKE	40	0
REARDAN	15	0
DAVENPORT	16	1
CRESTON	4	0
HUNTERS/INCHELIUM	13	0
VALLEY	4	0
CHEWELAH	35	1
KETTLE FALLS	23	0
WILBUR	7	0
ODESSA	6	0
HARRINGTON	5	1
ALMIRA	0	0
COULEE CITY	10	0
WILSON CREEK	3	0
NESPELEM	13	0
RITZVILLE-BENGE	9	1
SPRAGUE	5	0
EDWALL-TYLER	2	0
NORTHBEND	32	1
SNOQUALMIE PASS	10	0
FALL CITY	20	0
CARNATION	12	0
SNOQUALMIE RIDGE	5	0
AMES LAKE	3	0
FRIDAY HARBOR	74	1
EAST SOUND	53	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	29	3
NEAH BAY	13	0
BEAVER	8	0
CLALLAM BAY	3	0
CLEARWATER	3	0
PACIFIC BEACH	11	0
LAKE QUINAULT	4	0
HUMPTULIPS	5	0
COWICHE	11	0
TIETON	14	0
RIMROCK	1	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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

