



June 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 - May - 2010**

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for May - 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 JUN 17 AM 8:05
CENTURYLINK
COMMUNICATIONS
MANAGEMENT



Trouble Ticket Report

CenturyLink™

May 2010

EXCHANGE	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May	Trouble Tickets Moved to Lower Index, Goal 4% or below
													Trouble Tickets	
ALMIRA	1.07%	1.87%	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	10	2.79%
AMES LAKE	0.35%	1.21%	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	3	0.56%
ARLETTA	0.67%	0.63%	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	9	0.54%
ASHFORD	1.04%	2.08%	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	17	1.72%
BASIN CITY	0.98%	0.98%	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	6	1.04%
BEAVER	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	4	1.13%
BLAKELY ISL	0.57%	1.71%	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	8	2.34%
CARNATION	1.02%	1.11%	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	10	0.96%
CATHLAMET	1.08%	1.61%	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	18	1.48%
CHENEY / EWU	0.51%	0.83%	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	18	0.46%
CHEWELAH / VALLEY	0.65%	0.83%	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	16	0.43%
CHINOOK	0.25%	1.03%	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	1	0.27%
CLALLAM BAY	0.65%	0.16%	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	3	0.51%
CLEARWATER	0.00%	0.00%	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	3	2.13%
CONNELL	0.64%	0.32%	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	9	0.75%
COULEE CITY	0.81%	1.23%	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	9	1.27%
COWICHE	0.23%	0.81%	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	3	0.37%
CRESTON	1.34%	1.87%	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	2	0.58%
CURTIS	0.25%	1.25%	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	1	0.27%
DAVENPORT	0.79%	1.33%	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	8	0.41%
EASTSOUND	0.82%	1.06%	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	54	1.24%
EDWALL-TYLER	2.16%	1.70%	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	7	1.87%



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													Trouble Tickets		
ELMA	0.80%	0.92%	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	42	1.36%	
ELTOPIA	2.20%	0.00%	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	1	0.38%	
EUREKA	1.05%	0.35%	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0	0.00%	
FALL CITY	1.14%	1.11%	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	21	1.01%	
FORKS	0.20%	0.15%	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	6	0.18%	
FOX ISLAND	0.37%	0.09%	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	8	0.93%	
FRIDAY HARBOR	0.61%	0.77%	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	42	0.69%	
GIG HARBOR	0.49%	0.56%	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	83	0.57%	
GLENOMA	0.56%	1.12%	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	5	1.49%	
HANSVILLE	0.26%	0.32%	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	4	0.28%	
HARRINGTON	1.47%	1.48%	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	2	0.54%	
HUMPTULIPS	1.97%	0.65%	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	3	1.11%	
INCHELIUM/HUNTERS	0.58%	1.22%	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	10	0.77%	
KAHLOTUS	0.58%	0.59%	2.98%	0.00%	0.00%	0.61%	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	3	1.81%	
KETTLE FALLS	0.59%	0.55%	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	12	0.49%	
KINGSTON	0.79%	0.65%	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	22	0.62%	
LAKE QUINAULT	1.13%	0.38%	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	5	1.03%	
LAKEBAY	0.75%	0.96%	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	41	0.85%	
LIND	0.67%	0.91%	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	2	0.48%	
LONG BEACH	0.42%	0.74%	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	27	0.76%	
LOPEZ	0.88%	1.16%	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	30	1.28%	
MATHEWS CORNER	1.15%	1.37%	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	2	0.50%	



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													Trouble Tickets	
MCCLEARY	0.63%	1.28%	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	11	1.26%
MEDICAL LAKE	0.70%	1.02%	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	27	1.00%
MESA	0.81%	1.22%	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	0.42%	0.42%	0.43%	1	0.43%
MINERAL	1.17%	1.75%	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	14	4.23%
MONTESANO	0.50%	0.60%	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	18	0.70%
MORTON	0.71%	1.07%	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	11	0.80%
NEAH BAY	0.54%	0.11%	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	3	0.33%
NESPELEM	2.59%	0.87%	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	8	1.30%
NORTH BEND 831/888	0.72%	0.66%	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	46	0.93%
NORTH VASHON	0.95%	1.06%	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	6	0.64%
OCEAN PARK	0.80%	0.92%	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	20	0.65%
OCOSTA	1.75%	1.07%	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	6	2.52%
ODESSA	1.12%	0.51%	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	4	0.53%
ORTING	1.13%	0.99%	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	30	0.81%
PACIFIC BEACH	0.61%	0.41%	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	12	1.33%
PACKWOOD	0.10%	0.50%	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	3	0.32%
PE ELL	0.79%	0.79%	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	4	0.56%
PUGET ISLAND	1.56%	2.37%	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	3	0.87%
RANDLE	0.93%	1.86%	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	9	0.99%



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													Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAM	0.75%	1.31%	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	20	0.81%	
REARDAN	0.59%	2.47%	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	17	1.52%	
RIMROCK/WHITEPASS	0.00%	0.00%	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0	0.00%	
RITZVILLE-BENGE	0.85%	0.26%	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	8	0.54%	
ROYAL CITY	0.87%	1.73%	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	20	1.23%	
SNOQUALMIE RIDGE 396	0.15%	0.30%	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	4	0.34%	
SNOQUALMIE PASS 484	0.70%	0.23%	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	2	0.49%	
SOUTH BEND	0.30%	0.45%	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	9	0.73%	
SOUTH PRAIRIE	1.64%	2.70%	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	14	0.99%	
SPANGLE	1.47%	0.21%	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	2	0.43%	
SPRAGUE	0.44%	1.79%	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	5	1.19%	
STARBUCK	0.88%	0.00%	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	1	0.96%	
TIETON	0.38%	0.77%	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	1	0.14%	
TWISP	0.99%	0.83%	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	16	0.95%	
VADER	0.69%	0.80%	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	4	0.51%	
VASHON	0.64%	0.85%	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	15	0.42%	
WASHTUCNA	0.00%	0.81%	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	3	1.36%	
WILBUR	1.69%	1.02%	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	10	1.21%	
WILSON CREEK	0.95%	0.64%	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	18	6.50%	6
WINTHROP	0.56%	0.65%	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	20	0.89%	
YACOLT	0.55%	1.05%	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	7	0.46%	
GRAND TOTAL	0.71%	0.71%	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	0.68%	0.74%	0.72%	1022	0.79%	

Quality of Service

May 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,685	18	12

(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

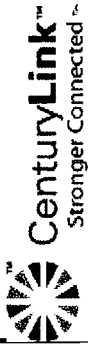
Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
590	5	585	583	2
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
454	1	453	451	2

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	44	1
OCEAN PARK	25	0
CHINOOK	14	0
GIG HARBOR	81	0
FOX ISLAND	5	0
ARLETTA	5	0
MORTON	20	0
MINERAL	4	0
GLENOMA	3	0
RANDLE	7	0
PACKWOOD	6	0
ASHFORD	17	0
YACOLT	13	0
ORTING	44	1
SOUTH PRAIRIE	7	0
CONNELL	20	0
MESA	2	0
BASIN CITY	7	0
ELTOPIA	1	0
MATHEWS CORNER	4	0
KAHLOTUS	2	0
WASHTUCNA	2	0
LIND	8	0
STARBUCK	2	0
EUREKA	1	0
ROYAL CITY	21	0
LOPEZ/SHAW ISLAND	21	0
PUGET ISLAND	3	0
RAYMOND	11	0
RAYMOND/LEBAM	9	0
CATHLAMET	11	0
SOUTH BEND	11	0
OCOSTA	0	0
CURTIS	3	0
PE ELL	10	0
VADER	9	0
LAKEBAY (includes 1302)	51	0
MCCLEARY	11	0
ELMA	35	0
MONTESANO	17	0
KINGSTON	28	0
HANSVILLE	7	0
TWISP	22	0
WINTHROP	18	0
VASHON	13	0
NORTH VASHON	8	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	58	0
E.W.U.	0	0
SPANGLE	5	0
MEDICAL LAKE	33	0
REARDAN	3	0
DAVENPORT	21	0
CRESTON	3	0
HUNTERS/INCHELIUM	21	0
VALLEY	7	0
CHEWELAH	33	0
KETTLE FALLS	24	0
WILBUR	3	0
ODESSA	3	0
HARRINGTON	3	0
ALMIRA	5	0
COULEE CITY	7	0
WILSON CREEK	2	0
NESPELEM	9	0
RITZVILLE-BENGE	16	0
SPRAGUE	2	0
EDWALL-TYLER	6	0
NORTHBEND	37	0
SNOQUALMIE PASS	4	0
FALL CITY	11	0
CARNATION	4	0
SNOQUALMIE RIDGE	7	0
AMES LAKE	1	0
FRIDAY HARBOR	77	0
EAST SOUND	63	0
BLAKELY ISLAND/DECATURE	12	0
FORKS	26	0
NEAH BAY	6	0
BEAVER	6	0
CLALLAM BAY	4	0
CLEARWATER	2	0
PACIFIC BEACH	11	0
LAKE QUINAULT	0	0
HUMPTULIPS	2	0
COWICHE	7	0
TIETON	7	0
RIMROCK	2	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
May 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	May 2010	18 - Mineral Hill AFC had bad CPU that caused system to go down.
	November 2009	7 - wet aerial cable. Cable will be replaced
Wilson Creek	May 2010	14 - Local power company had a significant ground fault that melted several peds and damaged buried cable.