



August 26, 2010

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

Attention: Kristen Russell  
Robert Williamson


Reference: **SERVICE QUALITY PERFORMANCE REPORT – July - 2010**

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for July - 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 AUG 27 AM 8:15  
STATE OF WASHINGTON  
UTILITY AND TRANSPORTATION COMMISSION  
COMMUNICATIONS SECTION



CenturyLink™

# Trouble Ticket Report

July 2010

EXCHANGE	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	July	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	2.12%	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	3	0.83%	
AMES LAKE	0.53%	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	2	0.37%	
ARLETTA	0.80%	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	11	0.67%	
ASHFORD	1.65%	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	6	0.58%	
BASIN CITY	0.33%	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	2	0.34%	
BEAVER	0.00%	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	2	0.54%	
BLAKELY ISL	1.71%	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	7	1.97%	
CARNATION	0.56%	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	6	0.57%	
CATHLAMET	1.46%	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	10	0.79%	
CHENEY / FWU	1.07%	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	34	0.88%	
CHEWELAH / VALLEY	0.91%	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	28	0.74%	
CHINOOK	1.01%	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	4	1.07%	
CLALLAM BAY	0.49%	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	1	0.17%	
CLEARWATER	0.00%	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	2	1.40%	
CONNELL	0.65%	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	4	0.33%	
COULÉE CITY	1.10%	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	8	1.11%	
COWICHE	0.46%	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	2	0.24%	
CRESTON	1.07%	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	4	1.15%	
CURTIS	2.24%	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	7	1.79%	
DAVENPORT	0.55%	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	7	0.36%	
EASTSOUND	1.12%	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	63	1.42%	
EDWALL-TYLER	1.23%	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	3	0.78%	



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# Trouble Ticket Report

July 2010

EXCHANGE	July												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10			
ELIWA	1.02%	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	21	0.68%	
ELUTOPIA	1.48%	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	1	0.38%	
EUREKA	1.78%	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	9	3.41%	
FALL CITY	1.17%	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	14	0.67%	
FORKS	0.32%	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	12	0.37%	
FOX ISLAND	0.48%	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	7	0.82%	
FRIDAY HARBOR	0.56%	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	34	0.55%	
GIG HARBOR	0.55%	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	78	0.54%	
GLENOMA	2.25%	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	10	2.88%	
HANSVILLE	0.32%	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	19	1.33%	
HARRINGTON	1.49%	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	4	1.09%	
HUMPTULIPS	1.30%	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	3	1.06%	
INCHHELLUM/HUNTERS	0.58%	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	9	0.68%	
KAHLOTUS	2.98%	0.00%	0.00%	0.61%	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	1	0.60%	
KETTLE FALLS	0.63%	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	11	0.45%	
KINGSTON	0.47%	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	16	0.44%	
LAKE QUINALT	0.38%	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	4	0.80%	
LAKEBAY	1.23%	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	28	0.57%	
LIND	1.37%	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	1	0.24%	
LONG BEACH	0.75%	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	35	0.97%	
LOPEZ	1.45%	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	64	2.68%	
MATTHEWS CORNER	0.92%	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	4	1.00%	



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# Trouble Ticket Report

July 2010

EXCHANGE	July												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index, Goal 4% or below
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10			
NICCI EARY	0.76%	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	6	0.68%	
MEDICAL LAKE	1.06%	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	19	0.70%	
MESA	0.40%	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	0.42%	0.43%	0.43%	0.43%	0.44%	1	0.43%	
MINERAL	5.85%	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	5	1.47%	
MONTESANO	0.41%	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	15	0.59%	
MORTON	1.01%	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	9	0.66%	
NEAH BAY	0.11%	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	2	0.21%	
NESPELEM	0.75%	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	10	1.60%	
NORTH BEND <small>801/888</small>	0.51%	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	31	0.63%	
NORTH VASHON	0.87%	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	11	1.17%	
OCEAN PARK	1.05%	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	28	0.91%	
O COSTA	0.36%	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	1	0.42%	
ODESSA	1.65%	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	4	0.52%	
ORTING	0.57%	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	30	0.80%	
PACIFIC BEACH	0.21%	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	9	0.94%	
PACKWOOD	0.50%	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	8	0.85%	
PE ELL	0.67%	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	8	1.09%	
PUGET ISLAND	3.73%	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0	0.00%	15
RANDLE	1.45%	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	18	1.95%	



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# Trouble Ticket Report

July 2010

EXCHANGE	July												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10			
RAYMOND-LEBAM	1.09%	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	18	0.72%	
REARDAN	2.54%	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	14	1.23%	
RIMROCK/WHITEPASS	0.43%	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	1	0.46%	
RITZVILLE-BENGE	0.33%	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	19	1.30%	
ROYAL CITY	0.75%	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	23	1.38%	
SNOQUALMIE RIDGE 396	0.67%	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	4	0.33%	
SNOQUALMIE PASS 434	0.00%	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	3	0.71%	
SOUTH BEND	1.59%	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	3	0.24%	
SOUTH PRAIRIE	1.23%	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	14	0.99%	
SPANGLE	1.27%	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	5	1.07%	
SPRAGUE	0.45%	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	7	1.66%	
STARBUCK	0.00%	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	4	3.92%	6
TIEFON	0.00%	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	4	0.55%	
TWISP	2.22%	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	6	0.35%	
VADER	1.39%	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	5	0.62%	
VASHON	0.70%	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	20	0.55%	
WASHTUONA	1.67%	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0	0.00%	
WILBUR	2.37%	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	10	1.18%	
WILSON CREEK	1.95%	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	1	0.35%	
WINTHROP	0.90%	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	11	0.48%	
YACOLT	0.50%	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	20	1.27%	
GRAND TOTAL	0.86%	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	0.68%	0.74%	0.72%	0.79%	0.89%	1029	0.79%	

# Quality of Service

July 2010

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
8,483	28	21

## (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)
553	0	553	541	12
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)
478	1	477	466	11

#### (4) Installation or Activation of Basic Service

Attachment A for July 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	37	0
OCEAN PARK	22	0
CHINOOK	4	0
GIG HARBOR	109	0
FOX ISLAND	5	0
ARLETTA	8	0
MORTON	20	0
MINERAL	4	0
GLENOMA	6	0
RANDLE	12	0
PACKWOOD	13	0
ASHFORD	17	0
YACOLT	15	0
ORTING	37	0
SOUTH PRAIRIE	20	0
CONNELL	15	0
MESA	3	0
BASIN CITY	3	0
ELTOPIA	1	0
MATHEWS CORNER	4	0
KAHLOTUS	3	0
WASHTUCNA	2	0
LIND	3	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	26	0
LOPEZ/SHAW ISLAND	19	0
PUGET ISLAND	3	0
RAYMOND	7	0
RAYMOND/LEBAM	7	0
CATHLAMET	9	0
SOUTH BEND	12	0
OCOSTA	3	0
CURTIS	2	0
PE ELL	11	0
VADER	7	0
LAKEBAY (includes 1302)	53	0
MCCLEARY	10	0
ELMA	28	0
MONTESANO	12	0
KINGSTON	24	0
HANSVILLE	8	0
TWISP	16	1
WINTHROP	9	0
VASHON	22	0
NORTH VASHON	5	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	131	0
E.W.U.	0	0
SPANGLE	4	1
MEDICAL LAKE	38	0
REARDAN	6	0
DAVENPORT	8	0
CRESTON	5	0
HUNTERS/INCHELIUM VALLEY	14	0
CHEWELAH	4	0
KETTLE FALLS	30	1
WILBUR	37	0
ODESSA	12	0
HARRINGTON	6	0
ALMIRA	4	0
COULEE CITY	5	0
WILSON CREEK	8	0
NESPELEM	2	0
RITZVILLE-BENGE	8	0
SPRAGUE	11	0
EDWALL-TYLER	4	0
NORTHBEND	2	0
SNOQUALMIE PASS	41	0
FALL CITY	10	0
CARNATION	14	0
SNOQUALMIE RIDGE	6	0
AMES LAKE	4	0
FRIDAY HARBOR	3	0
EAST SOUND	52	0
BLAKELY ISLAND/DECATURE	52	1
FORKS	8	0
NEAH BAY	38	0
BEAVER	9	0
CLALLAM BAY	6	0
CLEARWATER	4	0
PACIFIC BEACH	6	0
LAKE QUINAULT	13	0
HUMPTULIPS	2	0
COWICHE	6	0
TIETON	13	0
RIMROCK	7	0
	3	0





WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
July 2010

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Mineral	October 2009	14 - wet cable feeding DLS. Cable will be replaced
Mineral	May 2010	18 - Mineral Hill AFC had bad CPU that caused system to go down.
Starbuck	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.

