



November 17, 2010

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

Attention: Kristen Russell  
Robert Williamson


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

Dear Ms. Russell:

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

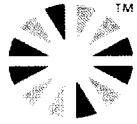
cc Distribution Listed Below:

Terry Beeler  
Cal Simshaw  
Tom Speake  
Mary Taylor  
Steve Densley

Mark Johnston  
Ted Hankins  
John Fryling  
Larry VanCamp  
Ross Skinner

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# Trouble Ticket Report

CenturyLink™

October 2010

EXCHANGE	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	October	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	2.19%	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	0.83%	1.67%	1.12%	6	1.70%	
AMES LAKE	1.07%	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	0.37%	1.49%	0.94%	4	0.75%	
ARLETTA	0.85%	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	0.67%	0.63%	0.90%	5	0.32%	
ASHFORD	1.68%	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	0.58%	1.18%	1.67%	7	0.69%	
BASIN CITY	0.17%	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	0.34%	0.52%	0.35%	2	0.35%	
BEAVER	0.28%	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	0.54%	0.54%	0.82%	0	0.00%	
BLAKELY ISL	0.87%	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	1.97%	0.56%	1.98%	2	0.57%	
CARNATION	1.24%	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	0.57%	0.95%	1.53%	12	1.17%	
CATHLAMET	0.94%	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	0.79%	1.03%	1.59%	16	1.27%	
CHENEY / EWU	0.46%	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	0.88%	0.64%	0.54%	20	0.45%	
CHEWELAH / VALLEY	0.72%	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	0.74%	0.69%	1.06%	26	0.70%	
CHINOOK	1.79%	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	1.07%	1.07%	0.79%	3	0.80%	
CLALLAM BAY	0.50%	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	0.17%	0.51%	0.51%	5	0.86%	
CLEARWATER	0.70%	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	1.40%	0.00%	0.00%	0	0.00%	
CONNELL	0.25%	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	0.33%	0.42%	0.51%	5	0.42%	
COULEE CITY	0.71%	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	1.11%	1.11%	0.71%	5	0.71%	
COWICHE	0.35%	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	0.24%	0.24%	0.60%	0	0.00%	
CRESTON	0.55%	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	1.15%	0.58%	0.58%	2	0.58%	
CURTIS	1.77%	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	1.79%	0.52%	3.08%	10	2.57%	
DAVENPORT	0.70%	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	0.36%	1.30%	1.30%	22	1.15%	
EASTSOUND	1.34%	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	1.42%	1.24%	1.44%	52	1.18%	
EDWALL-TYLER	1.99%	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	0.78%	3.94%	1.05%	5	1.31%	



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													Trouble Tickets		
ELMA	1.05%	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	0.68%	0.65%	1.69%	35	1.17%	
ELTOPIA	0.00%	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	0.38%	2.62%	0.76%	0	0.00%	
EUREKA	2.24%	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	3.41%	1.14%	0.77%	2	0.77%	
FALL CITY	1.26%	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	0.67%	0.68%	1.07%	30	1.46%	
FORKS	0.18%	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	0.37%	0.42%	0.33%	10	0.30%	
FOX ISLAND	0.93%	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	0.82%	0.84%	0.49%	4	0.49%	
FRIDAY HARBOR	0.67%	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	0.55%	0.61%	0.68%	46	0.75%	
GIG HARBOR	0.57%	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	0.54%	0.54%	0.72%	102	0.73%	
GLENOMA	3.69%	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	2.88%	2.31%	1.72%	2	0.58%	
HANSVILLE	0.80%	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	1.33%	0.85%	0.78%	4	0.29%	
HARRINGTON	0.26%	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	1.09%	2.70%	1.09%	3	0.82%	
HUMPTULIPS	0.69%	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	1.06%	1.07%	1.08%	2	0.72%	
INCHELIUM/HUNTERS	0.60%	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	0.68%	1.07%	0.77%	7	0.54%	
KAHLOTUS	0.61%	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	0.60%	0.60%	0.00%	1	0.58%	
KETTLE FALLS	0.40%	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	0.45%	0.41%	0.78%	14	0.58%	
KINGSTON	0.89%	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	0.44%	0.36%	0.36%	21	0.59%	
LAKE QUINAULT	0.97%	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	0.80%	0.81%	0.41%	11	2.24%	
LAKEBAY	1.11%	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	0.57%	0.67%	0.79%	75	1.53%	
LIND	0.47%	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	0.24%	0.48%	0.96%	1	0.24%	
LONG BEACH	0.65%	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	0.97%	0.69%	1.01%	22	0.62%	
LOPEZ	2.23%	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	2.68%	0.84%	1.76%	34	1.42%	
MATHEWS CORNER	0.00%	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	1.00%	0.50%	1.00%	1	0.25%	

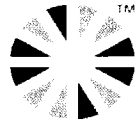


# Trouble Ticket Report

CenturyLink™

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													Trouble Tickets		
MCCLEARY	0.97%	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	0.68%	0.91%	1.25%	9	1.03%	
MEDICAL LAKE	0.39%	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	0.70%	0.37%	1.00%	24	0.89%	
MESA	0.82%	0.83%	0.83%	0.42%	0.42%	0.42%	0.43%	0.43%	0.44%	0.43%	0.43%	0.88%	0	0.00%	
MINERAL	4.12%	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	1.47%	2.36%	1.77%	1	0.29%	
MONTESANO	0.95%	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	0.59%	0.48%	0.76%	17	0.69%	
MORTON	0.87%	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	0.66%	0.96%	1.32%	8	0.58%	
NEAH BAY	0.22%	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	0.21%	0.00%	0.53%	0	0.00%	
NESPELEM	0.77%	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	1.60%	1.14%	3.93%	7	1.14%	
NORTH BEND 831/888	0.59%	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	0.63%	0.59%	1.07%	45	0.94%	
NORTH VASHON	1.49%	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	1.17%	0.33%	0.89%	11	1.23%	
OCEAN PARK	1.19%	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	0.91%	1.08%	1.29%	38	1.26%	
OCOSTA	0.37%	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	0.42%	0.42%	1.25%	3	1.25%	
ODESSA	1.42%	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	0.52%	1.84%	0.92%	6	0.79%	
ORTING	1.22%	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	0.80%	0.62%	1.32%	38	1.05%	
PACIFIC BEACH	1.35%	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	0.94%	2.49%	0.82%	5	0.51%	
PACKWOOD	0.82%	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	0.85%	0.21%	0.33%	2	0.22%	
PE ELL	1.33%	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	1.09%	0.82%	1.39%	7	0.97%	
PUGET ISLAND	3.78%	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0.00%	2.29%	1.72%	7	2.01%	
RANDLE	1.15%	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	1.95%	0.33%	1.54%	18	1.98%	



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													Trouble Tickets		
RAYMOND-LEBAM	1.36%	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	0.72%	0.69%	1.68%	24	0.99%	
REARDAN	1.22%	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	1.23%	1.32%	1.05%	18	1.59%	
RIMROCK/WHITEPASS	0.91%	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	0.46%	0.92%	0.47%	3	1.42%	
RITZVILLE-BENGE	0.80%	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	1.30%	0.69%	0.28%	9	0.63%	
ROYAL CITY	1.28%	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	1.38%	2.04%	0.91%	21	1.27%	
SNOQUALMIE RIDGE 396	0.54%	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	0.33%	0.17%	0.76%	6	0.52%	
SNOQUALMIE PASS 434	0.47%	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	0.71%	1.44%	2.86%	4	0.95%	
SOUTH BEND	1.39%	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	0.24%	0.81%	1.29%	12	0.97%	
SOUTH PRAIRIE	1.29%	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	0.99%	1.01%	0.87%	14	1.02%	
SPANGLE	0.43%	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	1.07%	1.06%	0.21%	6	1.28%	
SPRAGUE	1.16%	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	1.66%	0.48%	1.71%	0	0.00%	
STARBUCK	0.00%	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	3.92%	2.02%	2.02%	2	2.08%	
TIETON	0.92%	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	0.55%	0.42%	0.70%	5	0.71%	
TWISP	0.46%	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	0.35%	1.00%	0.71%	13	0.78%	
VADER	0.24%	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	0.62%	1.00%	0.76%	3	0.38%	
VASHON	0.80%	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	0.55%	0.72%	0.85%	25	0.71%	
WASHTUCNA	0.43%	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0.00%	0.00%	0.45%	2	0.90%	
WILBUR	1.40%	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	1.18%	0.71%	1.07%	9	1.07%	
WILSON CREEK	0.99%	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	0.35%	1.06%	1.45%	4	1.47%	
WINTHROP	0.39%	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	0.48%	0.53%	0.40%	15	0.67%	
YACOLT	1.07%	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	1.27%	0.64%	0.77%	12	0.77%	
<b>GRAND TOTAL</b>	<b>0.87%</b>	<b>1.04%</b>	<b>0.92%</b>	<b>0.96%</b>	<b>0.68%</b>	<b>0.74%</b>	<b>0.72%</b>	<b>0.79%</b>	<b>0.89%</b>	<b>0.79%</b>	<b>0.76%</b>	<b>0.96%</b>	<b>1,089</b>	<b>0.85%</b>	

# Quality of Service

October 2010

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
6,852	40	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)
595	0	595	593	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)
498	2	496	494	2

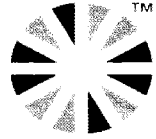
**(4) Installation or Activation of Basic Service  
Attachment A for October 2010**

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
LONG BEACH	41	0
OCEAN PARK	22	0
CHINOOK	6	0
GIG HARBOR	124	0
FOX ISLAND	11	0
ARLETTA	7	0
MORTON	18	0
MINERAL	2	0
GLENOMA	3	0
RANDLE	9	0
PACKWOOD	8	1
ASHFORD	11	0
YACOLT	24	0
ORTING	51	0
SOUTH PRAIRIE	9	0
CONNELL	17	0
MESA	3	0
BASIN CITY	6	0
ELTOPIA	2	0
MATHEWS CORNER	1	0
KAHLOTUS	1	0
WASHTUCNA	1	0
LIND	1	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	16	0
LOPEZ/SHAW ISLAND	22	0
PUGET ISLAND	0	0
RAYMOND	10	0
RAYMOND/LEBAM	10	0
CATHLAMET	16	0
SOUTH BEND	15	0
OCOSTA	1	0
CURTIS	2	0
PE ELL	7	0
VADER	5	0
LAKEBAY (includes 1302)	44	0
MCCLEARY	7	0
ELMA	28	0
MONTESANO	23	0
KINGSTON	33	0
HANSVILLE	6	0
TWISP	17	0
WINTHROP	15	0
VASHON	20	0
NORTH VASHON	6	0

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

<b>EXCHANGE</b>	<b>TOTAL NUMBER OF PRIMARY ORDERS</b>	<b># of Orders Not Completed In 7 Days or Less</b>
CHENEY	146	0
E.W.U.	0	0
SPANGLE	3	0
MEDICAL LAKE	34	0
REARDAN	7	0
DAVENPORT	16	0
CRESTON	2	0
HUNTERS/INCHELIUM	20	0
VALLEY	12	1
CHEWELAH	24	0
KETTLE FALLS	20	1
WILBUR	12	0
ODESSA	6	0
HARRINGTON	3	0
ALMIRA	4	0
COULEE CITY	2	0
WILSON CREEK	3	0
NESPELEM	11	0
RITZVILLE-BENGE	18	0
SPRAGUE	0	0
EDWALL-TYLER	5	0
NORTHBEND	48	0
SNOQUALMIE PASS	11	0
FALL CITY	10	0
CARNATION	6	0
SNOQUALMIE RIDGE	6	0
AMES LAKE	6	0
FRIDAY HARBOR	62	0
EAST SOUND	42	0
BLAKELY ISLAND/DECATURE	5	0
FORKS	36	0
NEAH BAY	8	0
BEAVER	5	0
CLALLAM BAY	6	0
CLEARWATER	4	0
PACIFIC BEACH	19	1
LAKE QUINAULT	5	1
HUMPTULIPS	3	0
COWICHE	10	0
TIETON	6	0
RIMROCK	0	0





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WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

October 2010

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude for October



WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
October 2010

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
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.