



January 6, 2010

**RECEIVED**

JAN 11 2011

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

**WASH. UT. & TP. COMM**

Attention: Kristen Russell  
Robert Williamson

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

Dear Ms. Russell:

Enclosed please find the revised combined performance results for CenturyLink of Washington for November - 2010. The original November report had October's trouble ticket information for November. The revised report shows the November trouble ticket information.

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

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sept10	Oct 10	November		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ALMIRA	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	0.83%	1.67%	1.12%	1.70%	1	0.29%	
ANIES LAKE	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	0.37%	1.49%	0.94%	0.75%	5	0.95%	
ARLETTA	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	0.67%	0.63%	0.90%	0.32%	7	0.46%	
ASHFORD	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	0.58%	1.18%	1.67%	0.69%	19	1.90%	
BASIN CITY	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	0.34%	0.52%	0.35%	0.35%	9	1.60%	
BEAVER	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	0.54%	0.54%	0.82%	0.00%	0	0.00%	
BLAKELY ISL	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	1.97%	0.56%	1.98%	0.57%	2	0.57%	
CARNATION	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	0.57%	0.95%	1.53%	1.17%	13	1.26%	
CATHLAMET	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	0.79%	1.03%	1.59%	1.27%	26	2.07%	
CHENEY / EWU	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	0.88%	0.64%	0.54%	0.45%	42	1.01%	
CHEWELAH / VALLEY	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	0.74%	0.69%	1.06%	0.70%	26	0.70%	
CHINOOK	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	1.07%	1.07%	0.79%	0.80%	1	0.27%	
CLALLAN BAY	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	0.17%	0.51%	0.51%	0.86%	2	0.34%	
CLEARWATER	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	1.40%	0.00%	0.00%	0.00%	0	0.00%	
CONNELL	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	0.33%	0.42%	0.51%	0.42%	20	1.68%	
COULLEE CITY	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	1.11%	1.11%	0.71%	0.71%	4	0.58%	
COWICHE	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	0.24%	0.24%	0.60%	0.00%	6	0.72%	
CRESTON	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	1.15%	0.58%	0.58%	0.58%	1	0.29%	
CURTIS	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	1.79%	0.52%	3.08%	2.57%	9	2.31%	
DAVENPORT	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	0.36%	1.30%	1.30%	1.15%	8	0.42%	
EASTSOUND	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	1.42%	1.24%	1.44%	1.18%	31	0.70%	
EDWALL-TYLER	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	0.78%	3.94%	1.05%	1.31%	8	2.09%	



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November 2010

EXCHANGE	Nov 09	Dec'09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	November		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
ELMA	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	0.68%	0.65%	1.69%	1.17%	32	1.08%	
ELTOPIA	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	0.38%	2.62%	0.76%	0.00%	7	2.67%	
EUREKA	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	3.41%	1.14%	0.77%	0.77%	5	1.92%	
FALL CITY	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	0.67%	0.68%	1.07%	1.46%	22	1.08%	
FORKS	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	0.37%	0.42%	0.33%	0.30%	12	0.36%	
FOX ISLAND	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	0.82%	0.84%	0.49%	0.49%	13	1.63%	
FRIDAY HARBOR	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	0.55%	0.61%	0.68%	0.75%	67	1.10%	
GIG HARBOR	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	0.54%	0.54%	0.72%	0.73%	210	1.51%	
GLENOMA	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	2.88%	2.31%	1.72%	0.58%	5	1.47%	
HANSVILLE	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	1.33%	0.85%	0.78%	0.29%	17	1.22%	
HARRINGTON	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	1.09%	2.70%	1.09%	0.82%	4	1.08%	
HUMPTULIPS	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	1.06%	1.07%	1.08%	0.72%	4	1.44%	
INCHHELLIUM/HUNTERS	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	0.68%	1.07%	0.77%	0.54%	3	0.23%	
KAHLIOTUS	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	0.60%	0.60%	0.00%	0.58%	1	0.58%	
KETTLE FALLS	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	0.45%	0.41%	0.78%	0.58%	24	0.99%	
KINGSTON	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	0.44%	0.36%	0.36%	0.59%	23	0.64%	
LAKE QUINAULT	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	0.80%	0.81%	0.41%	2.24%	3	0.61%	
LAKEBAY	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	0.57%	0.67%	0.79%	1.53%	108	2.21%	
LIND	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	0.24%	0.48%	0.96%	0.24%	3	0.73%	
LONG BEACH	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	0.97%	0.69%	1.01%	0.62%	43	1.21%	
LOPEZ	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	2.68%	0.84%	1.76%	1.42%	29	1.22%	
MATTHEWS CORNER	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	1.00%	0.50%	1.00%	0.25%	10	2.54%	10



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# Trouble Ticket Report

November 2010

EXCHANGE	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sept10	Oct 10	November		
													Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
MCCLEARY	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	0.68%	0.91%	1.25%	1.03%	19	2.18%	
MEDICAL LAKE	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	0.70%	0.37%	1.00%	0.89%	16	0.59%	
MESA	0.83%	0.83%	0.42%	0.42%	0.42%	0.43%	0.43%	0.44%	0.43%	0.43%	0.88%	0.00%	9	3.93%	1
MINERAL	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	1.47%	2.36%	1.77%	0.29%	10	2.97%	
MONTESANO	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	0.59%	0.48%	0.76%	0.69%	17	0.69%	
MORTON	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	0.66%	0.96%	1.32%	0.58%	23	1.68%	
NEAH BAY	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	0.21%	0.00%	0.53%	0.00%	1	0.11%	
NESPELEM	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	1.60%	1.14%	3.93%	1.14%	8	1.31%	
NORTH BEND <small>831/888</small>	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	0.63%	0.59%	1.07%	0.94%	49	1.03%	
NORTH VASHON	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	1.17%	0.33%	0.89%	1.23%	20	2.28%	
OCEAN PARK	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	0.91%	1.08%	1.29%	1.26%	37	1.24%	
OCCOSTA	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	0.42%	0.42%	1.25%	1.25%	2	0.85%	
ODESSA	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	0.52%	1.84%	0.92%	0.79%	19	2.52%	
ORTING	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	0.80%	0.62%	1.32%	1.05%	57	1.59%	
PACIFIC BEACH	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	0.94%	2.49%	0.82%	0.51%	11	1.13%	
PACKWOOD	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	0.85%	0.21%	0.33%	0.22%	7	0.76%	
PELL	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	1.09%	0.82%	1.39%	0.97%	14	1.96%	
PUGET ISLAND	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0.00%	2.29%	1.72%	2.01%	4	1.16%	
RANDLE	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	1.95%	0.33%	1.54%	1.98%	14	1.54%	





CenturyLink™

# Trouble Ticket Report

November 2010

EXCHANGE	November 2010												November		Trouble Tickets Moved to Lower Index. Goal 4% or below
	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Trouble Tickets	% of Trouble Tickets	
RAYMOND-LEBAM	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	0.72%	0.69%	1.68%	0.99%	35	1.45%	
REARDAN	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	1.23%	1.32%	1.05%	1.59%	21	1.87%	
RIMROCK/WHITEPASS	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	0.46%	0.92%	0.47%	1.42%	2	0.95%	
RITZVILLE-BENGE	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	1.30%	0.69%	0.28%	0.63%	18	1.26%	
ROYAL CITY	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	1.38%	2.04%	0.91%	1.27%	25	1.54%	
SNOQUALMIE RIDGE 396	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	0.33%	0.17%	0.76%	0.52%	0	0.00%	
SNOQUALMIE PASS 434	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	0.71%	1.44%	2.86%	0.95%	9	2.09%	
SOUTH BEND	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	0.24%	0.81%	1.29%	0.97%	11	0.89%	
SOUTH PRAIRIE	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	0.99%	1.01%	0.87%	1.02%	15	1.10%	
SPANGLE	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	1.07%	1.06%	0.21%	1.28%	10	2.14%	
SPRAGUE	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	1.66%	0.48%	1.71%	0.00%	5	1.24%	
STARBUCK	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	3.92%	2.02%	2.02%	2.08%	0	0.00%	8
TIEFON	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	0.55%	0.42%	0.70%	0.71%	8	1.13%	
TWISP	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	0.35%	1.00%	0.71%	0.78%	8	0.48%	
VADER	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	0.62%	1.00%	0.76%	0.38%	6	0.78%	
VASHON	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	0.55%	0.72%	0.85%	0.71%	40	1.15%	
WASHTUONA	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0.00%	0.00%	0.45%	0.90%	2	0.90%	7
WILBUR	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	1.18%	0.71%	1.07%	1.07%	7	0.84%	
WILSON CREEK	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	0.35%	1.06%	1.45%	1.47%	4	1.48%	
WINTHROP	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	0.48%	0.53%	0.40%	0.67%	7	0.31%	
YACOLT	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	1.27%	0.64%	0.77%	0.77%	12	0.78%	
GRAND TOTAL	1.04%	0.92%	0.96%	0.68%	0.74%	0.72%	0.79%	0.89%	0.79%	0.76%	0.96%	1.17%	1,467	1.15%	

# Quality of Service

November 2010

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,254	26	26

## (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
------------------	------

## (7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

## (8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

## (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)
846	8	841	823	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)
660	5	655	640	15

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

##### Attachment A for November 2010

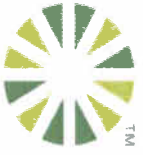
EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	30	0
OCEAN PARK	18	0
CHINOOK	3	0
GIG HARBOR	112	0
FOX ISLAND	4	0
ARLETTA	5	0
MORTON	16	0
MINERAL	3	0
GLENOMA	3	0
RANDLE	11	0
PACKWOOD	9	0
ASHFORD	9	0
YACOLT	14	0
ORTING	40	0
SOUTH PRAIRIE	9	0
CONNELL	27	0
MESA	4	0
BASIN CITY	6	0
ELTOPIA	3	0
MATHEWS CORNER	4	0
KAHLOTUS	1	0
WASHTUCNA	1	0
LIND	2	0
STARBUCK	0	0
EUREKA	3	0
ROYAL CITY	13	0
LOPEZ/SHAW ISLAND	18	0
PUGET ISLAND	0	0
RAYMOND	7	0
RAYMOND/LEBAM	10	0
CATHLAMET	15	0
SOUTH BEND	13	0
OCOSTA	0	0
CURTIS	4	0
PE ELL	7	0
VADER	10	0
LAKEBAY (includes 1302)	35	0
MCCLEARY	9	0
ELMA	27	0
MONTESANO	19	0
KINGSTON	42	1
HANSVILLE	5	0
TWISP	23	0
WINTHROP	17	0
VASHON	12	0
NORTH VASHON	7	0

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

##### Attachment A for November 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	82	0
E.W.U.	0	0
SPANGLE	3	0
MEDICAL LAKE	33	0
REARDAN	8	0
DAVENPORT	18	0
CRESTON	5	0
HUNTERS/INCHELIUM VALLEY	11	0
CHEWELAH	8	0
KETTLE FALLS	31	0
WILBUR	14	0
ODESSA	3	0
HARRINGTON	7	0
ALMIRA	5	0
COULEE CITY	0	0
WILSON CREEK	6	0
NESPELEM	1	0
RITZVILLE-BENGE	11	0
SPRAGUE	13	0
EDWALL-TYLER	1	0
NORTHBEND	38	0
SNOQUALMIE PASS	10	0
FALL CITY	10	0
CARNATION	10	0
SNOQUALMIE RIDGE	4	0
AMES LAKE	0	0
FRIDAY HARBOR	58	0
EAST SOUND	50	0
BLAKELY ISLAND/DECATURE	3	0
FORKS	27	0
NEAH BAY	5	0
BEAVER	3	0
CLALLAM BAY	2	0
CLEARWATER	4	0
PACIFIC BEACH	13	0
LAKE QUINAULT	5	0
HUMPTULIPS	4	0
COWICHE	10	0
TIETON	14	0
RIMROCK	0	0





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WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

November 2010

EXCHANGE	TOTAL EXCLUDED	REASON
Mathews Corner	10	1-No Cause Found; 9-Other Workmen
Mesa	1	Other Workmen
Starbuck	8	Other Workmen
Washitucna	7	Other Workmen



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WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
November 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.
Wilson Creek	May 2010	14 - Local power company had a significant ground fault that melted several peds and damaged buried cable.