



January 18, 2011

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

Attention: Kristen Russell
Robert Williamson

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

Dear Ms. Russell:

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

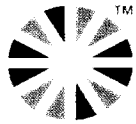
Tim Grigar
VP and General Manager, WA OR
CenturyLink of Washington, Inc

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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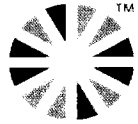


Trouble Ticket Report

CenturyLink™

December 2010

EXCHANGE	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	Aug10	Sep10	Oct 10	Nov 10	December	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets		
ALMIRA	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	0.83%	1.67%	1.12%	1.70%	1.90%	6	1.71%	
AMES LAKE	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	0.37%	1.49%	0.94%	0.75%	1.60%	3	0.57%	
ARLETTA	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	0.67%	0.63%	0.90%	0.32%	0.00%	9	0.60%	
ASHFORD	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	0.58%	1.18%	1.67%	0.69%	0.57%	12	1.19%	
BASIN CITY	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	0.34%	0.52%	0.35%	0.35%	1.26%	8	1.41%	
BEAVER	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	0.54%	0.54%	0.82%	0.00%	2.07%	1	0.27%	
BLAKELY ISL	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	1.97%	0.56%	1.98%	0.57%	1.01%	5	1.43%	
CARNATION	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	0.57%	0.95%	1.53%	1.17%	0.70%	18	1.77%	
CATHLAMET	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	0.79%	1.03%	1.59%	1.27%	0.27%	12	0.96%	
CHENEY / EWU	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	0.88%	0.64%	0.54%	0.45%	0.34%	47	1.13%	
CHEWELAH / VALLEY	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	0.74%	0.69%	1.06%	0.70%	0.00%	32	0.86%	
CHINOOK	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	1.07%	1.07%	0.79%	0.80%	1.68%	9	2.40%	
CLALLAM BAY	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	0.17%	0.51%	0.51%	0.86%	0.58%	4	0.69%	
CLEARWATER	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	1.40%	0.00%	0.00%	0.00%	0.72%	1	0.69%	
CONNELL	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	0.33%	0.42%	0.51%	0.42%	0.29%	13	1.09%	
COULEE CITY	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	1.11%	1.11%	0.71%	0.71%	2.31%	4	0.58%	
COWICHE	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	0.24%	0.24%	0.60%	0.00%	0.42%	6	0.72%	
CRESTON	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	1.15%	0.58%	0.58%	0.58%	0.70%	1	0.29%	
CURTIS	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	1.79%	0.52%	3.08%	2.57%	2.09%	7	1.78%	
DAVENPORT	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	0.36%	1.30%	1.30%	1.15%	1.08%	10	0.52%	
EASTSOUND	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	1.42%	1.24%	1.44%	1.18%	2.67%	46	1.05%	
EDWALL-TYLER	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	0.78%	3.94%	1.05%	1.31%	1.92%	7	1.85%	



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													Trouble Tickets		
ELMA	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	0.68%	0.65%	1.69%	1.17%	1.08%	43	1.46%	
ELTOPIA	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	0.38%	2.62%	0.76%	0.00%	0.36%	1	0.38%	
EUREKA	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	3.41%	1.14%	0.77%	0.77%	1.63%	2	0.77%	
FALL CITY	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	0.67%	0.68%	1.07%	1.46%	1.10%	19	0.94%	
FORKS	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	0.37%	0.42%	0.33%	0.30%	1.51%	25	0.76%	
FOX ISLAND	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	0.82%	0.84%	0.49%	0.49%	1.47%	13	1.63%	
FRIDAY HARBOR	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	0.55%	0.61%	0.68%	0.75%	1.22%	76	1.25%	
GIG HARBOR	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	0.54%	0.54%	0.72%	0.73%	1.08%	165	1.19%	
GLENOMA	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	2.88%	2.31%	1.72%	0.58%	1.44%	5	1.48%	
HANSVILLE	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	1.33%	0.85%	0.78%	0.29%	0.23%	18	1.30%	
HARRINGTON	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	1.09%	2.70%	1.09%	0.82%	0.58%	12	3.31%	
HUMPTULIPS	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	1.06%	1.07%	1.08%	0.72%	0.99%	7	2.53%	
INCHELIUM/HUNTERS	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	0.68%	1.07%	0.77%	0.54%	0.64%	10	0.76%	
KAHLOTUS	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	0.60%	0.60%	0.00%	0.58%	0.61%	0	0.00%	
KETTLE FALLS	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	0.45%	0.41%	0.78%	0.58%	2.21%	10	0.42%	
KINGSTON	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	0.44%	0.36%	0.36%	0.59%	0.73%	33	0.93%	
LAKE QUINAULT	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	0.80%	0.81%	0.41%	2.24%	1.21%	7	1.46%	
LAKEBAY	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	0.57%	0.67%	0.79%	1.53%	1.22%	73	1.50%	
LIND	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	0.24%	0.48%	0.96%	0.24%	2.54%	2	0.49%	
LONG BEACH	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	0.97%	0.69%	1.01%	0.62%	2.18%	29	0.82%	
LOPEZ	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	2.68%	0.84%	1.76%	1.42%	0.59%	32	1.35%	
MATHEWS CORNER	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	1.00%	0.50%	1.00%	0.25%	3.93%	4	1.02%	

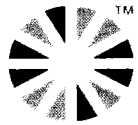


Trouble Ticket Report

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													Trouble Tickets		
MCCLEARY	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	0.68%	0.91%	1.25%	1.03%	2.97%	12	1.39%	
MEDICAL LAKE	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	0.70%	0.37%	1.00%	0.89%	0.69%	29	1.08%	
MESA	0.83%	0.42%	0.42%	0.42%	0.43%	0.43%	0.44%	0.43%	0.43%	0.88%	0.00%	1.68%	1	0.45%	
MINERAL	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	1.47%	2.36%	1.77%	0.29%	0.11%	10	2.99%	
MONTESANO	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	0.59%	0.48%	0.76%	0.69%	1.31%	31	1.27%	
MORTON	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	0.66%	0.96%	1.32%	0.58%	1.03%	18	1.31%	
NEAH BAY	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	0.21%	0.00%	0.53%	0.00%	2.28%	2	0.22%	
NESPELEM	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	1.60%	1.14%	3.93%	1.14%	1.24%	12	1.96%	
NORTH BEND 831/888	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	0.63%	0.59%	1.07%	0.94%	0.85%	38	0.81%	
NORTH VASHON	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	1.17%	0.33%	0.89%	1.23%	2.52%	17	1.93%	
OCEAN PARK	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	0.91%	1.08%	1.29%	1.26%	1.59%	26	0.87%	
OCOSTA	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	0.42%	0.42%	1.25%	1.25%	1.13%	2	0.87%	
ODESSA	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	0.52%	1.84%	0.92%	0.79%	0.76%	21	2.78%	
ORTING	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	0.80%	0.62%	1.32%	1.05%	1.96%	35	0.99%	
PACIFIC BEACH	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	0.94%	2.49%	0.82%	0.51%	1.16%	8	0.82%	
PACKWOOD	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	0.85%	0.21%	0.33%	0.22%	1.54%	5	0.54%	
PE ELL	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	1.09%	0.82%	1.39%	0.97%	1.45%	10	1.40%	
PUGET ISLAND	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0.00%	2.29%	1.72%	2.01%	1.87%	5	1.47%	
RANDLE	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	1.95%	0.33%	1.54%	1.98%	0.95%	8	0.89%	



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													Trouble Tickets		
RAYMOND-LEBAM	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	0.72%	0.69%	1.68%	0.99%	1.26%	38	1.58%	
REARDAN	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	1.23%	1.32%	1.05%	1.59%	1.54%	35	3.12%	
RIMROCK/WHITEPASS	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	0.46%	0.92%	0.47%	1.42%	0.00%	1	0.48%	
RITZVILLE-BENGE	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	1.30%	0.69%	0.28%	0.63%	2.09%	8	0.56%	
ROYAL CITY	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	1.38%	2.04%	0.91%	1.27%	0.89%	22	1.36%	
SNOQUALMIE RIDGE 396	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	0.33%	0.17%	0.76%	0.52%	1.10%	5	0.46%	
SNOQUALMIE PASS 434	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	0.71%	1.44%	2.86%	0.95%	2.14%	11	2.55%	
SOUTH BEND	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	0.24%	0.81%	1.29%	0.97%	1.24%	23	1.87%	
SOUTH PRAIRIE	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	0.99%	1.01%	0.87%	1.02%	0.00%	15	1.12%	
SPANGLE	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	1.07%	1.06%	0.21%	1.28%	1.13%	3	0.64%	
SPRAGUE	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	1.66%	0.48%	1.71%	0.00%	0.48%	2	0.49%	
STARBUCK	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	3.92%	2.02%	2.02%	2.08%	0.78%	2	2.13%	
TIETON	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	0.55%	0.42%	0.70%	0.71%	1.15%	3	0.43%	
TWISP	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	0.35%	1.00%	0.71%	0.78%	0.90%	19	1.15%	
VADER	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	0.62%	1.00%	0.76%	0.38%	0.84%	8	1.03%	
VASHON	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	0.55%	0.72%	0.85%	0.71%	1.48%	27	0.78%	
WASHTUCNA	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0.00%	0.00%	0.45%	0.90%	0.31%	5	2.29%	
WILBUR	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	1.18%	0.71%	1.07%	1.07%	0.78%	5	0.60%	
WILSON CREEK	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	0.35%	1.06%	1.45%	1.47%	1.48%	7	2.59%	
WINTHROP	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	0.48%	0.53%	0.40%	0.67%	0.31%	11	0.49%	
YACOLT	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	1.27%	0.64%	0.77%	0.77%	0.78%	15	0.97%	
GRAND TOTAL	0.92%	0.96%	0.68%	0.74%	0.72%	0.79%	0.89%	0.79%	0.76%	0.96%	0.85%	1.17%	1,402	1.10%	

Quality of Service

December 2010

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
6,969	14	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:	See Attachment B	
Bi-Annual Report	See Attachment C	

(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)
720	2	718	697	21
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)
687	2	685	673	12

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	36	1
OCEAN PARK	21	0
CHINOOK	10	0
GIG HARBOR	109	0
FOX ISLAND	6	0
ARLETTA	10	0
MORTON	14	0
MINERAL	2	0
GLENOMA	1	0
RANDLE	5	0
PACKWOOD	9	0
ASHFORD	13	0
YACOLT	18	0
ORTING	29	0
SOUTH PRAIRIE	10	0
CONNELL	20	0
MESA	0	0
BASIN CITY	8	0
ELTOPIA	2	0
MATHEWS CORNER	3	0
KAHLOTUS	1	0
WASHTUCNA	0	0
LIND	2	0
STARBUCK	0	0
EUREKA	2	0
ROYAL CITY	15	0
LOPEZ/SHAW ISLAND	21	0
PUGET ISLAND	2	0
RAYMOND	9	0
RAYMOND/LEBAM	9	0
CATHLAMET	13	0
SOUTH BEND	11	0
OCOSTA	3	0
CURTIS	4	0
PE ELL	3	0
VADER	6	0
LAKEBAY (includes 1302)	38	0
MCCLEARY	14	0
ELMA	20	0
MONTESANO	12	0
KINGSTON	27	0
HANSVILLE	11	0
TWISP	14	0
WINTHROP	16	0
VASHON	22	0
NORTH VASHON	11	0

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	54	0
E.W.U.	0	0
SPANGLE	2	0
MEDICAL LAKE	21	1
REARDAN	8	0
DAVENPORT	19	0
CRESTON	0	0
HUNTERS/INCHELIUM VALLEY	8	0
CHEWELAH	9	0
KETTLE FALLS	40	0
WILBUR	12	0
ODESSA	2	0
HARRINGTON	6	0
ALMIRA	4	0
COULEE CITY	2	0
WILSON CREEK	3	0
NESPELEM	10	0
RITZVILLE-BENGE	12	0
SPRAGUE	5	0
EDWALL-TYLER	2	0
NORTHBEND	24	1
SNOQUALMIE PASS	9	0
FALL CITY	9	0
CARNATION	4	0
SNOQUALMIE RIDGE	2	0
AMES LAKE	4	0
FRIDAY HARBOR	41	0
EAST SOUND	29	0
BLAKELY ISLAND/DECATURE	7	0
FORKS	27	0
NEAH BAY	7	0
BEAVER	10	0
CLALLAM BAY	1	0
CLEARWATER	3	0
PACIFIC BEACH	12	0
LAKE QUINAULT	3	0
HUMPTULIPS	0	0
COWICHE	8	0
TIETON	7	0
RIMROCK	2	0

**(4) Installation or Activation of Basic Service
Attachment B for 4th Quarter 2010 (Oct, Nov, Dec)**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (September Snapshot)
LONG BEACH	107	0
OCEAN PARK	61	0
CHINOOK	19	0
GIG HARBOR	345	0
FOX ISLAND	21	0
ARLETTA	22	0
MORTON	48	0
MINERAL	7	0
GLENOMA	7	0
RANDLE	25	0
PACKWOOD	26	0
ASHFORD	33	0
YACOLT	56	0
ORTING	120	0
SOUTH PRAIRIE	28	0
CONNELL	64	0
MESA	7	0
BASIN CITY	20	0
ELTOPIA	7	0
MATHEWS CORNER	8	0
KAHLOTUS	3	0
WASHTUCNA	2	0
LIND	5	0
STARBUCK	0	0
EUREKA	8	0
ROYAL CITY	44	0
LOPEZ/SHAW ISLAND	61	0
PUGET ISLAND	2	0
RAYMOND	26	0
RAYMOND/LEBAM	29	0
CATHLAMET	44	0
SOUTH BEND	39	0
OCOSTA	4	0
CURTIS	10	0
PE ELL	17	0
VADER	21	0
LAKEBAY (includes 1302)	117	0
MCCLEARY	30	0
ELMA	75	0
MONTESANO	54	0
KINGSTON	102	0
HANSVILLE	22	0
TWISP	54	0
WINTHROP	48	0
VASHON	54	0
NORTH VASHON	24	0

**(4) Installation or Activation of Basic Service
Attachment B for 4th Quarter 2010 (Oct, Nov, Dec)**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 to 179 Days (September Snapshot)
CHENEY	282	0
E.W.U.	0	0
SPANGLE	8	0
MEDICAL LAKE	88	0
REARDAN	23	0
DAVENPORT	53	0
CRESTON	7	0
HUNTERS/INCHELIUM	39	0
VALLEY	29	0
CHEWELAH	95	0
KETTLE FALLS	46	0
WILBUR	17	0
ODESSA	19	0
HARRINGTON	12	0
ALMIRA	6	0
COULEE CITY	10	0
WILSON CREEK	7	0
NESPELEM	32	0
RITZVILLE-BENGE	43	0
SPRAGUE	6	0
EDWALL-TYLER	8	0
NORTHBEND	110	0
SNOQUALMIE PASS	30	0
FALL CITY	29	0
CARNATION	20	0
SNOQUALMIE RIDGE	12	0
AMES LAKE	10	0
FRIDAY HARBOR	161	0
EAST SOUND	121	0
BLAKELY ISLAND/DECATURE	15	0
FORKS	90	0
NEAH BAY	20	0
BEAVER	18	0
CLALLAM BAY	9	0
CLEARWATER	11	0
PACIFIC BEACH	44	0
LAKE QUINAULT	13	0
HUMPTULIPS	7	0
COWICHE	28	0
TIETON	27	0
RIMROCK	2	

**(4) Installation or Activation of Basic Service
Attachment C - Bi-Annual December 2010 (July-Dec)**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	>180 Days (December Snapshot)
LONG BEACH	233	0
OCEAN PARK	128	0
CHINOOK	36	0
GIG HARBOR	704	0
FOX ISLAND	42	0
ARLETTA	48	0
MORTON	111	0
MINERAL	24	0
GLENOMA	19	0
RANDLE	50	0
PACKWOOD	52	0
ASHFORD	75	0
YACOLT	100	0
ORTING	258	0
SOUTH PRAIRIE	75	0
CONNELL	102	0
MESA	14	0
BASIN CITY	29	0
ELTOPIA	15	0
MATHEWS CORNER	15	0
KAHLOTUS	16	0
WASHTUCNA	7	0
LIND	16	0
STARBUCK	4	0
EUREKA	22	0
ROYAL CITY	100	0
LOPEZ/SHAW ISLAND	127	0
PUGET ISLAND	9	0
RAYMOND	56	0
RAYMOND/LEBAM	72	0
CATHLAMET	84	0
SOUTH BEND	85	0
OCOSTA	14	0
CURTIS	29	0
PE ELL	37	0
VADER	37	0
LAKEBAY	291	0
MCCLEARY	61	0
ELMA	162	0
MONTESANO	111	0
KINGSTON	195	0
HANSVILLE	44	0
TWISP	116	0
WINTHROP	91	0
VASHON	121	0
NORTH VASHON	39	0

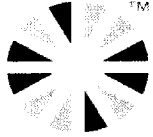
**(4) Installation or Activation of Basic Service
Attachment C - Bi-Annual December 2010 (July-Dec)**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	>180 Days (December Snapshot)
CHENEY	878	0
E.W.U.	0	0
SPANGLE	23	0
MEDICAL LAKE	205	0
REARDAN	57	0
DAVENPORT	99	0
CRESTON	17	0
HUNTERS/INCHELIUM	96	0
VALLEY	54	0
CHEWELAH	208	0
KETTLE FALLS	130	0
WILBUR	43	0
ODESSA	36	0
HARRINGTON	24	0
ALMIRA	13	0
COULEE CITY	29	0
WILSON CREEK	18	0
NESPELEM	68	0
RITZVILLE-BENGE	89	0
SPRAGUE	13	0
EDWALL-TYLER	20	0
NORTHBEND	235	0
SNOQUALMIE PASS	54	0
FALL CITY	77	0
CARNATION	40	0
SNOQUALMIE RIDGE	30	0
AMES LAKE	18	0
FRIDAY HARBOR	342	0
EAST SOUND	273	0
BLAKELY ISLAND/DECATURE	40	0
FORKS	197	0
NEAH BAY	50	0
BEAVER	36	0
CLALLAM BAY	17	0
CLEARWATER	27	0
PACIFIC BEACH	103	0
LAKE QUINAULT	35	0
HUMPTULIPS	15	0
COWICHE	57	0
TIETON	49	0
RIMROCK	5	0



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
December 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.



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WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

December 2010

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in December