



January 27, 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 automated performance results for CenturyLink of Washington for December - 2010. This replaces the report sent last week. 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

2011 FEB -1 AM 0:18

SOUTH PRAIRIE	SPRRWA	25	1	0	23	1	0	31	0	0	24	0	0	22	0	0	16	0	0	19	1	0	13	0	0	19	0	0	7	0	0	22	0	0	8	0	0		
STARBUCK	STRBWA	2	0	0	4	0	0	4	0	0	2	0	0	5	0	0	2	0	0	2	0	0	2	0	0	6	0	0	0	0	0	2	0	0	0	0	0		
TIETON	TITNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
TWISP	TWISWA	72	1	0	73	1	0	87	1	0	110	3	0	104	3	0	77	2	0	59	0	0	64	2	0	70	0	0	72	1	0	76	0	0	76	4	0		
VADER	VADRWA	29	0	0	23	0	0	27	0	0	26	0	0	24	1	0	17	1	0	16	0	0	10	0	0	7	0	0	8	0	0	15	0	0	16	0	0		
VALLEY	VLLYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
VASHON	VSHNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	39	0	0	41	1	0
WILBUR	WLBRWA	15	0	0	19	1	0	11	0	0	19	0	0	13	0	0	17	0	0	16	0	0	9	1	0	20	1	0	18	0	0	8	0	0	11	0	0		
NESPELEM	WLWLWA	27	0	0	54	0	0	35	0	0	34	0	0	26	0	0	12	0	0	30	0	0	26	0	0	0	0	0	23	0	0	0	0	0	0	0	0	0	
WINTHROP	WNTRWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WILSON CREEK	WSCKWA	12	1	0	10	0	0	8	0	0	9	0	0	4	0	0	2	0	0	8	0	0	7	0	0	12	0	0	4	0	0	3	0	0	4	0	0		
WASHTUCNA	WSHTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
YACOLT	YCLTWA	22	0	0	30	0	0	28	0	0	27	0	0	24	0	0	26	0	0	19	0	0	22	0	0	32	0	0	24	0	0	24	0	0	28	0	0		
Legacy CTL WA Totals	YCLTWA	2,368	52	0	2,417	29	0	2,904	32	0	3,014	29	0	2,306	37	0	2,225	41	0	2,121	18	0	2,034	19	0	2,374	21	0	2,067	22	0	2,017	17	0	1,830	17	0		

CREATE A HELD ORDER REPORT FOR LCTL LIKE THE ONE FOR LEQ
SEND TO MARY WITH NOV'S REPORT

PACKWOOD	PCKWWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
PE ELL	PEELWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
PUGET SOUND	PGISWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
RANDLE	RANDWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
RIMROCK	RMRKWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
REARDEN	RRDNWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
RITZVILLE	RTVLWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
ROYAL CITY	RYCYWA	55	52	94.5%	71	67	94.4%	81	76	93.8%	71	69	97.2%	67	65	97.0%	51	49	96.1%	50	44	88.0%	33	31
RAYMOND-LABAM	RYMNWA	46	44	95.7%	60	58	96.7%	55	53	96.4%	70	69	98.6%	56	54	96.4%	58	54	93.1%	29	27	93.1%	53	50
SOUTH BEND	SBNDWA	25	25	100.0%	22	21	95.5%	39	38	97.4%	31	28	90.3%	27	24	88.9%	27	25	92.6%	29	27	93.1%	23	23
SNOQUALMIE PASS	SNPSWA	4	4	100.0%	5	4	80.0%	1	1	100.0%	9	8	88.9%	2	2	100.0%	1	1	100.0%	7	4	57.1%	1	1
SPRAGUE	SPRGWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
SOUTH PRAIRIE	SPRRWA	25	23	92.0%	23	21	91.3%	31	29	93.5%	24	23	95.8%	22	20	90.9%	16	15	93.8%	19	17	89.5%	13	13
STARBUCK	STRBWA	2	2	100.0%	4	4	100.0%	4	3	75.0%	2	2	100.0%	5	5	100.0%	2	2	100.0%	2	2	100.0%	2	1
TIETON	TITNWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
TWISP	TWISWA	72	69	95.8%	73	68	93.2%	87	83	95.4%	110	99	90.0%	104	99	95.2%	77	68	88.3%	59	54	91.5%	64	61
VADER	VADRWA	29	29	100.0%	23	21	91.3%	27	27	100.0%	26	24	92.3%	24	24	100.0%	17	16	94.1%	16	15	93.8%	10	10
VALLEY	VLLYWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
VASHON	VSHNWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
WILBUR	WLBRWA	15	14	93.3%	19	18	94.7%	11	9	81.8%	19	17	89.5%	13	12	92.3%	17	17	100.0%	16	15	93.8%	9	8
NESPELEM	WLWLWA	27	26	96.3%	54	53	98.1%	35	34	97.1%	34	33	97.1%	26	26	100.0%	12	11	91.7%	30	28	93.3%	26	25
WINTHROP	WNTRWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
WILSON CREEK	WSCKWA	12	11	91.7%	10	10	100.0%	8	8	100.0%	9	8	88.9%	4	4	100.0%	2	2	100.0%	8	8	100.0%	7	7
WASHTUCNA	WSHTWA	0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0
YACOLT	YCLTWA	22	21	95.5%	30	26	86.7%	28	27	96.4%	27	25	92.6%	24	23	95.8%	26	25	96.2%	19	18	94.7%	22	22
Legacy CTL WA Totals		2,368	2,251	95.1%	2,417	2,280	94.3%	2,904	2,737	94.2%	3,014	2,764	91.7%	2,306	2,115	91.7%	2,225	2,026	91.1%	2,121	1,972	93.0%	2,034	1,884

% Result	Sep		% Result
	Total Orders	Comp w/i 5 Days	
87.5%	8	8	100.0%
	0	0	
	0	0	
	0	0	
	0	0	
94.1%	126	118	93.7%
	315	286	90.8%
92.2%	143	134	93.7%
	0	0	
81.8%	6	6	100.0%
	0	0	
92.3%	50	46	92.0%
88.9%	14	14	100.0%
	0	0	
93.8%	13	12	92.3%
94.4%	34	33	97.1%
96.0%	40	40	100.0%
	0	0	
	0	0	
95.9%	59	59	100.0%
	0	0	
90.9%	112	102	91.1%
100.0%	5	4	80.0%
93.9%	0	0	
88.2%	30	29	96.7%
85.7%	107	97	90.7%
95.4%	80	72	90.0%
92.0%	312	286	91.7%
92.5%	77	72	93.5%
100.0%	3	3	100.0%
98.0%	62	60	96.8%
	0	0	
	0	0	
	0	0	
	0	0	
91.3%	54	52	96.3%
	0	0	
	0	0	
66.7%	17	15	88.2%
	0	0	
88.9%	59	55	93.2%
90.5%	17	16	94.1%
	0	0	
91.1%	39	35	89.7%
	0	0	
91.4%	77	71	92.2%
	25	24	96.0%
87.5%	66	61	92.4%
	0	0	
100.0%	7	7	100.0%
	0	0	
86.4%	76	71	93.4%
96.3%	35	34	97.1%

	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
	0	0	
93.9%	42	41	97.6%
94.3%	70	67	95.7%
100.0%	23	22	95.7%
100.0%	5	5	100.0%
	0	0	
100.0%	19	19	100.0%
50.0%	6	5	83.3%
	0	0	
95.3%	70	63	90.0%
100.0%	7	7	100.0%
	0	0	
	0	0	
88.9%	20	19	95.0%
96.2%	0	0	
	0	0	
100.0%	12	12	100.0%
	0	0	
100.0%	32	32	100.0%
92.6%	2,374	2,214	93.3%

Oct			Nov			Dec		
Total Orders	Comp w/i 5 Days	% Result	Total Orders	Comp w/i 5 Days	% Result	Total Orders	Comp w/i 5 Days	% Result
5	5	100.0%	5	5	100.0%	5	5	100.0%
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
126	118	93.7%	0	0		0	0	
230	207	90.0%	229	207	90.4%	186	177	95.2%
140	136	97.1%	99	93	93.9%	89	85	95.5%
0	0		0	0		0	0	
8	8	100.0%	9	8	88.9%	5	5	100.0%
0	0		0	0		0	0	
58	53	91.4%	64	58	90.6%	62	59	95.2%
15	14	93.3%	13	11	84.6%	12	12	100.0%
0	0		0	0		0	0	
12	10	83.3%	12	11	91.7%	15	14	93.3%
20	17	85.0%	34	33	97.1%	27	26	96.3%
27	26	96.3%	39	33	84.6%	38	35	92.1%
0	0		0	0		0	0	
0	0		0	0		0	0	
58	55	94.8%	52	48	92.3%	48	42	87.5%
0	0		0	0		0	0	
89	80	89.9%	64	55	85.9%	62	52	83.9%
5	5	100.0%	7	6	85.7%	6	6	100.0%
0	0		0	0		0	0	
11	10	90.9%	13	13	100.0%	25	24	96.0%
84	77	91.7%	93	81	87.1%	66	59	89.4%
103	97	94.2%	78	75	96.2%	80	72	90.0%
274	246	89.8%	298	270	90.6%	247	222	89.9%
64	62	96.9%	78	70	89.7%	0	0	
8	8	100.0%	5	5	100.0%	3	3	100.0%
46	44	95.7%	0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
69	65	94.2%	68	62	91.2%	64	62	96.9%
0	0		0	0		0	0	
0	0		50	45	90.0%	39	38	97.4%
0	0		0	0		0	0	
0	0		0	0		0	0	
9	9	100.0%	9	9	100.0%	3	3	100.0%
0	0		132	123	93.2%	115	105	91.3%
46	42	91.3%	34	30	88.2%	33	29	87.9%
10	10	100.0%	12	12	100.0%	20	18	90.0%
0	0		0	0		0	0	
28	24	85.7%	27	24	88.9%	31	30	96.8%
0	0		0	0		65	61	93.8%
69	65	94.2%	69	63	91.3%	56	53	94.6%
0	0		27	27	100.0%	23	23	100.0%
45	41	91.1%	0	0		0	0	
0	0		0	0		0	0	
4	3	75.0%	4	4	100.0%	4	4	100.0%
0	0		0	0		0	0	
81	74	91.4%	61	58	95.1%	53	49	92.5%
30	28	93.3%	23	21	91.3%	38	38	100.0%

0	0		0	0		33	31	93.9%
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
0	0		0	0		0	0	
43	41	95.3%	43	39	90.7%	0	0	
59	56	94.9%	45	43	95.6%	55	51	92.7%
26	26	100.0%	28	27	96.4%	28	27	96.4%
9	3	33.3%	4	4	100.0%	10	9	90.0%
0	0		0	0		0	0	
7	7	100.0%	22	19	86.4%	8	7	87.5%
0	0		2	2	100.0%	0	0	
0	0		0	0		0	0	
72	70	97.2%	76	65	85.5%	76	67	88.2%
8	7	87.5%	15	13	86.7%	16	15	93.8%
0	0		0	0		0	0	
0	0		39	35	89.7%	41	40	97.6%
18	18	100.0%	8	7	87.5%	11	10	90.9%
23	22	95.7%	0	0		0	0	
0	0		0	0		0	0	
4	4	100.0%	3	3	100.0%	4	2	50.0%
0	0		0	0		0	0	
24	22	91.7%	24	22	91.7%	28	25	89.3%
2,067	1,915	92.6%	2,017	1,839	91.2%	1,830	1,695	92.6%

Central Office	CLLI	Jan				Feb				Mar				Apr				May				Jun			
		Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48	Total	OOS	OOS	OOS48
		OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl	OOS	Clr 48	Clr >48	Excl
RIMROCK	RMRKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
REARDEN	RRDNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RITZVILLE	RTVLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
ROYAL CITY	RYCYWA	24	24	0	6	35	35	0	12	24	24	0	7	24	24	0	6	15	15	0	0	22	21	1	8
RAYMOND-LABAM	RYMNWA	35	35	0	2	24	24	0	1	17	17	0	1	18	18	0	8	20	19	1	1	20	20	0	2
SOUTH BEND	SBNDWA	18	18	0	0	9	9	0	5	11	11	0	1	16	16	0	4	10	9	1	0	9	9	0	2
SNOQUALMIE PASS	SNPSWA	3	3	0	2	4	4	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
SPRAGUE	SPRGWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SOUTH PRAIRIE	SPRRWA	15	15	0	6	11	11	0	5	6	6	0	3	2	2	0	5	10	10	0	3	14	14	0	3
STARBUCK	STRBWA	0	0	0	1	0	0	0	0	1	1	0	1	2	2	0	0	0	0	0	0	2	2	0	1
TIETON	TITNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TWISP	TWISWA	25	25	0	8	10	10	0	5	33	33	0	3	45	45	0	7	33	33	0	12	18	18	0	2
VADER	VADRW	33	33	0	6	11	11	0	1	6	6	0	0	4	4	0	1	2	2	0	4	3	3	0	0
VALLEY	VLLYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VASHON	VSHNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILBUR	WLBW	6	6	0	1	4	4	0	0	6	6	0	0	15	15	0	0	5	5	0	2	7	7	0	0
NESPELEM	WLWLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WINTHROP	WNTRWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILSON CREEK	WSCKWA	5	5	0	0	1	1	0	1	2	2	0	0	1	1	0	0	20	20	0	4	2	2	0	0
WASHTUCNA	WSHTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YACOLT	YCLTWA	9	9	0	4	12	12	0	4	8	8	0	5	7	7	0	2	5	5	0	8	14	14	0	7
Legacy CTL WA Totals		1162	1151	11	357	792	788	4	273	880	877	3	297	964	957	7	389	883	877	6	350	999	993	6	307

Central Office	CLLI	Jul				Aug				Sep				Oct				Nov				DEC			
		Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl	Total OOS	OOS Clr 48	OOS Clr >48	OOS48 Excl
RIMROCK	RMRKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REARDEN	RRDNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RITZVILLE	RTLVA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ROYAL CITY	RYCYWA	15	15	0	5	24	24	0	4	18	18	0	6	13	13	0	4	18	18	0	5	14	14	0	5
RAYMOND-LABAM	RYMNWA	18	18	0	4	17	17	0	3	44	44	0	4	28	28	0	4	31	31	0	7	28	28	0	5
SOUTH BEND	SBNDWA	7	6	1	1	11	11	0	2	16	16	0	0	15	15	0	2	12	12	0	3	16	16	0	5
SNOQUALMIE PASS	SNPSWA	2	2	0	1	4	4	0	1	10	10	0	1	3	3	0	1	8	8	0	1	8	8	0	1
SPRAGUE	SPRGWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SOUTH PRAIRIE	SPRRWA	9	9	0	5	8	8	0	6	6	6	0	0	10	10	0	3	12	12	0	4	15	15	0	7
STARBUCK	STRBWA	6	2	4	1	1	1	0	1	2	2	0	0	2	2	0	0	8	8	0	0	2	2	0	1
TIETON	TITNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TWISP	TWISWA	13	13	0	6	31	31	0	8	22	22	0	13	29	29	0	5	11	11	0	8	19	18	1	12
VADER	VADRWA	6	6	0	2	6	6	0	3	3	3	0	1	2	2	0	4	6	6	0	4	6	6	0	4
VALLEY	VLLYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VASHON	VSHNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILBUR	WLBRWA	9	9	0	0	8	8	0	1	7	7	0	2	4	4	0	1	3	3	0	2	8	8	0	0
NESPELEM	WLWLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WINTHROP	WNTRWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILSON CREEK	WSCRWA	1	1	0	0	3	3	0	1	4	4	0	1	2	2	0	1	3	3	0	1	7	7	0	1
WASHTUCNA	WSHTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YACOLT	YCLTWA	18	18	0	1	8	8	0	3	9	9	0	9	12	12	0	5	7	7	0	3	9	9	0	11
Legacy CTL WA Totals		1000	984	16	301	1005	991	14	355	1094	1089	5	392	1018	1013	5	377	1898	1883	15	641	1242	1215	27	458

WASHINGTON QUALITY OF SERVICE REPORT
Out of Service Trouble Reports Cleared Within 48 Hours
CENTURY TEL
2010

Central Office	CLLI	Jan				Feb				Mar				Apr				May					
		Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl		
ALMIRA	ALMRWA	2	2	0	0	1	1	0	0	1	1	0	0	3	3	0	0	4	4	0	1	2	2
ARLETTA	ARLTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ASHFORD	ASFDWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AMES LAKE	ASLKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BLAKELY ISLAND	BKLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BASIN CITY	BSCTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CHINOOK	CHNKWA	57	57	0	5	34	33	1	6	60	38	22	13	22	22	0	8	25	25	0	11	26	25
CHENEY	CHNYWA	40	39	1	16	30	28	2	10	36	36	0	3	38	38	0	13	22	22	0	8	42	42
CHEWELAH	CHWLWA	14	14	0	8	15	15	0	10	10	10	0	3	15	15	0	4	11	10	1	4	23	23
CLALLAM BAY	CLBYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COULEE CITY	CLCYWA	1	1	0	0	1	1	0	0	2	2	0	0	1	1	0	0	5	5	0	0	2	2
CLEARWATER	CLWRWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CONNELL	CNNLWA	13	13	0	3	4	4	0	2	6	6	0	2	5	5	0	2	4	4	0	2	11	11
CARNATION	CRNTWA	10	10	0	0	12	12	0	0	6	6	0	2	7	7	0	0	4	4	0	0	8	8
CRESTON	CRTNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURTIS	CRTSWA	8	8	0	0	5	5	0	2	4	4	0	0	7	6	1	0	6	6	0	0	4	4
CATHLAMET	CATHWA	13	13	0	0	10	10	0	1	6	6	0	1	5	5	0	0	11	11	0	1	9	9
COWICHE	CWCHWA	2	2	0	1	8	8	0	1	2	2	0	2	4	4	0	2	4	4	0	0	3	3
DAVENPORT	DVPTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EDWALL-TYLER	EDWLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ELMA	ELMAWA	17	17	0	1	18	18	0	1	16	16	0	3	10	10	0	2	18	18	0	1	14	14
ELTOPIA	ELTPWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EAST SOUND	ESNDWA	27	27	0	6	19	19	0	1	13	13	0	2	17	17	0	3	20	20	0	4	17	17
EUREKA	EURKWA	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
EWU	EWUHW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FALL CITY	FLCYWA	10	10	0	1	5	5	0	1	7	7	0	0	8	8	0	2	8	8	0	1	12	12
FRIDAY HARBOR	FRHRWA	28	28	0	1	18	18	0	2	17	17	0	3	23	23	0	5	36	36	0	3	23	23
FORKS	FRKSWA	13	13	0	4	3	3	0	8	11	10	1	9	4	4	0	12	6	6	0	5	5	5
GIG HARBOR	GGHRWA	106	104	2	28	80	80	0	30	57	57	0	29	48	47	1	37	85	84	1	45	56	55
GLENOMA	GLNMWA	28	28	0	3	17	17	0	2	13	13	0	5	11	11	0	5	15	15	0	5	14	14
HUMPTULIPS	HMPLWA	4	4	0	0	1	1	0	0	1	1	0	1	3	3	0	1	5	5	0	0	0	0
HANSVILLE	HNVLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HARRINGTON	HRTNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HUNTERS	ICHLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KINGSTON	KGTNWA	16	16	0	8	14	14	0	4	29	29	0	5	15	15	0	5	15	15	0	3	14	14
KAHLOTUS	KHLTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
KETTLE FALLS	KTFLWA	2	2	0	5	1	1	0	3	6	5	1	1	6	5	1	5	4	4	0	2	5	5
LIND	LINDWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LAKEBAY	LKBYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LAKE QUINULT	LKQNWA	4	4	0	0	1	1	0	0	0	0	0	0	0	0	0	1	3	3	0	1	4	4
LONG BEACH	LNBHWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LOPEZ	LOPZWA	4	4	0	0	13	13	0	1	5	5	0	1	11	11	0	1	7	7	0	2	18	18
MCCLEARY	MCCLWA	7	7	0	0	4	4	0	0	1	1	0	1	1	1	0	0	3	3	0	0	4	4
MEDICAL LAKE	MDLKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MONTESANO	MORTWA	9	9	0	0	8	8	0	0	6	6	0	0	1	1	0	3	8	8	0	0	4	4
MATHEWS CORNERS	MTCOWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NORTH BEND	NBNDWA	20	20	0	5	10	10	0	6	14	14	0	3	7	7	0	3	8	8	0	4	8	8
NEAH BAY	NHBYWA	2	2	0	0	7	7	0	1	3	3	0	0	3	3	0	1	5	5	0	0	6	6
NORTH VASHON	NVSNWA	34	34	0	2	8	7	1	4	13	13	0	1	12	12	0	2	16	16	0	6	17	17
OCEAN PARK	OCPKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OCOSTA	OCSTWA	2	2	0	0	3	3	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2
ODESSA	ODSSWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORTING	ORNGWA	27	27	0	7	20	20	0	2	21	21	0	2	15	15	0	4	14	14	0	2	20	20

PACIFIC BEACH	PCBHWA	7	7	0	1	6	6	0	0	6	6	0	1	4	4	0	3	4	4	0	2	2	2
PACKWOOD	PCKWWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PE ELL	PEELWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PUGET SOUND	PGISWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RANDLE	RANDWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RIMROCK	RMRKWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REARDEN	RRDNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RITZVILLE	RTVLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ROYAL CITY	RYCYWA	10	10	0	1	10	10	0	2	1	1	0	1	11	11	0	0	8	8	0	3	8	8
RAYMOND-LABAM	RYMNWA	19	19	0	2	23	23	0	0	13	13	0	3	10	10	0	1	16	16	0	0	14	14
SOUTH BEND	SBNDWA	13	13	0	1	3	3	0	1	10	10	0	0	5	5	0	1	5	5	0	1	5	5
SNOQUALMIE PASS	SNPSWA	2	2	0	0	0	0	0	1	1	1	0	0	1	1	0	0	0	0	0	0	1	1
SPRAGUE	SPRGWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SOUTH PRAIRIE	SPRRWA	5	5	0	2	10	10	0	2	1	1	0	1	2	2	0	0	14	14	0	3	3	3
STARBUCK	STRBWA	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1	0	1	1	1
TIETON	TITNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TWISP	TWISWA	13	13	0	2	6	6	0	1	1	1	0	1	8	8	0	5	14	14	0	1	13	13
VADER	VADRWA	8	8	0	1	5	5	0	0	6	6	0	0	2	2	0	2	5	5	0	0	2	2
VALLEY	VLLYWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VASHON	VSHNWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILBUR	WLBRWA	0	0	0	1	3	3	0	0	6	6	0	0	5	5	0	0	6	6	0	1	4	4
NESPELEM	WLWLWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WINTHROP	WNTRWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILSON CREEK	WSCKWA	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	4	4
WASHTUCNA	WSHTWA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YACOLT	YCLTWA	4	4	0	9	0	0	0	3	12	12	0	5	7	7	0	3	4	4	0	4	4	4
Legacy CTL WA Totals		604	601	3	124	437	433	4	108	426	402	24	104	357	354	3	136	184	184	0	395	434	432

Jun		Jul				Aug				Sep				Oct				Nov				Dec			
NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl	Total NOOS	NOOS Clr 72	NOOS Clr >72	NOOS 72 Excl
0	0	2	1	1	0	1	1	0	0	0	0	0	1	0	0	0	0	1	1	0	0	4	4	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	8	29	28	1	3	19	19	0	4	41	41	0	8	25	25	0	3	44	43	1	11	36	35	1	7
0	17	39	37	2	14	48	48	0	11	35	35	0	11	50	50	0	21	45	45	0	25	56	56	0	18
0	8	16	15	1	4	10	10	0	5	19	19	0	3	24	24	0	6	47	45	2	11	19	19	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	4	4	0	0	7	7	0	0	1	1	0	0	4	4	0	2	2	2	0	0	3	3	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	3	5	5	0	1	4	4	0	4	5	5	0	4	5	5	0	3	9	9	0	2	11	11	0	2
0	1	6	6	0	1	5	5	0	1	6	6	0	2	4	4	0	2	8	8	0	1	9	9	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	6	6	0	2	3	3	0	0	4	4	0	1	7	7	0	1	14	14	0	1	8	7	1	1
0	2	14	14	0	4	6	6	0	3	12	12	0	0	11	10	1	1	11	11	0	3	7	7	0	1
0	1	4	4	0	1	2	2	0	1	2	2	0	1	0	0	0	5	4	4	0	1	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	3	8	8	0	1	10	10	0	2	21	21	0	2	12	12	0	3	12	12	0	6	9	9	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	27	25	2	7	25	25	0	3	26	22	4	11	25	24	1	3	13	13	0	6	26	26	0	8
0	0	6	6	0	0	1	1	0	0	1	1	0	0	2	2	0	0	1	1	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	12	12	0	2	7	7	0	3	12	12	0	6	7	7	0	1	6	6	0	1	6	6	0	2
0	1	15	15	0	3	24	24	0	3	29	29	0	2	21	20	1	4	42	42	0	7	39	39	0	4
0	3	5	5	0	8	7	7	0	5	6	6	0	5	7	7	0	5	9	9	0	8	8	8	0	5
1	39	36	36	0	25	44	44	0	27	76	75	1	40	78	78	0	44	136	128	8	46	121	114	7	45
0	3	15	15	0	3	12	12	0	3	30	30	0	3	13	13	0	5	22	22	0	8	19	19	0	1
0	0	3	3	0	0	0	0	0	1	3	3	0	1	0	0	0	0	3	3	0	2	7	7	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	5	10	10	0	4	8	8	0	4	17	17	0	4	18	18	0	5	34	34	0	6	24	24	0	12
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	3	3	0	3	4	4	0	4	6	6	0	4	4	4	0	3	20	18	2	2	6	6	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	3	3	0	0	0	0	0	0	0	0	0	0	6	6	0	0	0	0	0	3	12	12	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	5	5	0	0	5	5	0	0	16	16	0	2	14	14	0	2	6	6	0	5	8	8	0	3
0	1	1	1	0	0	1	1	0	0	5	5	0	1	3	3	0	2	3	3	0	0	5	5	0	2
0	0	6	6	0	0	4	4	0	0	6	6	0	2	6	6	0	2	4	4	0	2	10	10	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	14	13	1	1	6	6	0	3	22	22	0	3	18	18	0	5	13	13	0	4	20	20	0	2
0	0	7	7	0	0	4	4	0	1	7	7	0	0	1	1	0	0	1	1	0	0	2	2	0	0
0	4	14	14	0	10	9	9	0	4	13	13	0	5	13	13	0	14	22	21	1	10	13	11	2	9
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	1	0	0	2	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	7	20	20	0	6	17	16	1	3	24	24	0	6	18	18	0	4	22	22	0	6	26	26	0	10

0	0	4	4	0	3	7	7	0	0	5	5	0	1	5	5	0	1	5	5	0	2	3	3	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	9	9	0	3	16	16	0	1	3	3	0	1	5	5	0	2	6	6	0	1	6	6	0	1
0	4	11	11	0	0	5	5	0	2	8	8	0	3	7	7	0	1	25	25	0	1	22	22	0	1
0	0	0	0	0	0	10	10	0	1	11	11	0	2	5	5	0	1	7	7	0	2	15	15	0	3
0	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0	0	0	2	2	0	0	2	2	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	7	7	0	0	4	4	0	1	9	9	0	0	7	7	0	2	7	7	0	1	4	4	0	1
0	0	2	2	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	3	3	0	0	5	5	0	1	4	4	0	1	6	6	0	3	4	4	0	3	5	5	0	3
0	0	1	1	0	0	4	4	0	0	3	3	0	2	2	2	0	0	5	5	0	2	4	4	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	1	1	0	1	0	0	0	0	7	7	0	0	4	4	0	0	4	4	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	3	0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	5	9	9	0	3	3	3	0	2	7	7	0	2	6	6	0	4	11	10	1	2	10	10	0	3
2	131	383	375	8	114	352	351	1	103	505	500	5	140	446	443	3	160	632	617	15	192	590	579	11	157

WASHINGTON QUALITY OF SERVICE REPORT
SWITCHING - (DIAL TONE SPEED RECORDING WITHIN 3 SECONDS)
Century Tel
2010

Central Office	CLLI	Jan			Feb			Mar			Apr			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec					
		Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec	Total Calls	Total Delay	% DT 3 Sec						
CHENEY	CHNYWA																																							
ELMA	ELMAWA																																							
GIG HARBOR	GGHRWA																																							
LONG BEACH	LNBHWA																																							
NORTH BEND	NBNQWA																																							
ORTNG	ORNGWA																																							
Legacy CTL WA Totals		0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	143958	0	100.0	235641	4	100.0	220373	2	100.0	229085	63	100.0	223316	4	100.0	219600	1	100.0

FINAL TRUNK GROUP BLOCKING

(Reported when a final trunk group does not meet standard)

Objective Service Level: EAS = 99% , Toll = 99.5%, and E9-1-1 = 99%

(completion of all dialed calls during the average busy season busy hour without blocking)

ORIGINATING WIRE CENTER	ORIGINATING FINAL TRUNK ID	TERMINATING WIRE CENTER	TERMINATING FINAL TRUNK ID	OWNER (ACNA)	EAS/Toll/E911	MONTH/YEAR	BUSY HOUR	% PEAK BLOCK	ACTION TAKEN TO RELIEVE BLOCKAGE
						Dec-10			Objective Met