



RECEIVED  
RECORDS MANAGEMENT  
03 FEB 19 AM 8:46  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

February 14, 2003

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT - January, 2003

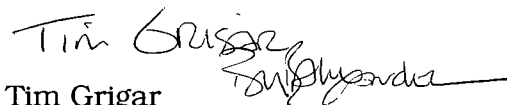
Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for January, 2003.

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 the undersigned at 253-851-1450.

Sincerely,

  
Tim Grigar  
General Manager  
CenturyTel

cc Distribution List Attached

RECEIVED  
FEB 19 2003  
WASH. UT. & TP. COMM.

Distribution:

Susan Brebner - Gig Harbor  
Doug Alden - VH 1080  
Carol Allen - VH 1077  
Don Dennis - Gig Harbor  
Steve Densley - Gig Harbor  
Mark Johnston - Gig Harbor  
Bob Graybeal - Gig Harbor  
Cal Simshaw - Vancouver  
Ted Hankin - Monroe  
Bob Jarman - Friday Harbor  
Stan Tarr - Gig Harbor  
Butch Jaspersen - Gig Harbor  
Manson Hanks - Burley  
Larry VanCamp - North Bend  
Thad Seymour - Morton  
Tony Nicholson - Long Beach  
Willie Ward - Long Beach  
Dan Roso - Gig Harbor  
Tony Nicholson - Forks  
Ty Lemaster - Cheney  
Steve Doughty - Cheney  
Martin Erkela - Ritzville  
Sue Lind - Chewelah  
Ross Skinner - Montesano  
Jim Jones - Wilbur  
John Olson - Elma



# Trouble Report January 2003

	January												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Below 4%		
	Jan 02	Feb 02	Mar 02	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02						
EXCHANGE																		
ALMIRA	1.2%	1.0%	1.2%	1.4%	0.8%	0.6%	3.4%	0.6%	1.0%	2.0%	0.0%	1.2%	5	494	1.0%			
AMES LAKE	1.1%	1.6%	0.4%	1.3%	0.7%	0.9%	1.6%	0.8%	1.4%	2.4%	1.2%	0.8%	6	850	0.7%			
ARLETTA	1.3%	1.1%	0.4%	0.9%	0.6%	0.8%	1.0%	1.1%	0.3%	0.8%	0.9%	1.1%	46	3969	1.2%			
ASHFORD	2.3%	2.4%	1.9%	1.6%	2.4%	0.3%	0.6%	2.8%	0.4%	0.7%	1.8%	1.3%	10	1132	0.9%			
BASIN CITY	1.2%	0.5%	1.0%	1.0%	1.1%	2.0%	1.2%	1.1%	0.7%	1.0%	0.8%	0.9%	12	784	1.5%			
BEAVER	1.4%	0.8%	1.2%	0.2%	0.4%	0.6%	0.8%	1.2%	1.5%	1.0%	0.4%	0.2%	6	479	1.3%			
BLAKELY ISL	1.1%	0.3%	0.3%	0.0%	0.8%	1.1%	1.1%	0.5%	0.5%	6.3%	0.8%	0.3%	0	352	0.0%			
CARNATION	1.4%	2.3%	0.8%	2.3%	0.6%	0.5%	1.5%	2.9%	0.8%	1.3%	1.2%	0.9%	43	1986	2.2%			
CATHLAMET	1.4%	1.2%	1.9%	1.9%	1.2%	0.9%	1.1%	0.7%	3.7%	1.8%	1.0%	2.9%	23	1350	1.7%			
CHENEY / EWU	0.9%	0.8%	0.5%	1.1%	0.6%	0.6%	1.0%	0.9%	1.0%	1.3%	0.7%	0.8%	44	5594	0.8%			
CHEWELAH / VALLEY	1.6%	1.2%	1.0%	0.9%	1.2%	0.9%	1.1%	0.9%	1.1%	1.6%	1.4%	1.3%	60	4290	1.4%			
CHINOOK	0.9%	1.4%	1.4%	0.7%	0.4%	0.4%	0.6%	0.6%	3.1%	3.6%	1.1%	0.7%	8	442	1.8%			
CLALLAM BAY	1.4%	1.4%	2.3%	1.6%	1.7%	0.3%	1.3%	0.6%	0.2%	0.3%	0.5%	1.2%	9	850	1.1%			
CLEARWATER	1.4%	1.4%	2.9%	1.4%	0.0%	1.4%	4.2%	3.5%	0.7%	0.7%	1.5%	1.4%	2	139	1.4%			
CONNELL	1.0%	0.6%	0.8%	1.1%	0.4%	2.1%	1.1%	0.6%	0.6%	0.7%	2.3%	0.9%	6	1589	0.4%			
COULEE CITY	1.4%	0.8%	0.4%	1.5%	0.9%	1.8%	1.2%	0.8%	1.4%	0.8%	0.7%	1.0%	8	880	0.9%			
COWICHE	2.5%	1.6%	2.2%	1.3%	0.6%	0.5%	1.1%	1.4%	1.0%	1.5%	1.2%	0.7%	12	1070	1.1%			
CRESTON	1.6%	1.9%	1.1%	1.9%	2.1%	0.8%	1.6%	0.8%	1.0%	1.3%	1.3%	1.8%	7	383	1.8%			
CURTIS	1.7%	1.1%	0.6%	1.3%	0.6%	0.6%	1.7%	1.1%	0.6%	1.1%	1.7%	2.1%	9	461	2.0%			
DAVENPORT	0.5%	0.8%	1.0%	1.5%	1.0%	0.9%	1.6%	1.6%	1.3%	1.4%	1.0%	1.5%	20	2167	0.9%			
EASTSOUND	4.2%	1.3%	1.6%	1.2%	1.2%	1.3%	1.2%	1.0%	1.5%	1.3%	1.0%	0.9%	115	4773	2.4%			
EDWALL-TYLER	1.6%	1.6%	0.5%	1.0%	1.1%	3.4%	4.0%	5.6%	0.8%	0.8%	1.0%	0.8%	3	385	0.8%			
ELMA	2.5%	2.4%	0.8%	1.0%	1.0%	0.8%	1.3%	1.6%	1.1%	1.2%	1.7%	1.5%	74	5,072	1.5%			
ELTOPIA	1.5%	1.8%	3.9%	1.5%	0.0%	0.6%	0.9%	0.9%	2.1%	0.6%	0.9%	1.5%	2	326	0.6%			







# Trouble Report January 2003

	January												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%					
	Jan 02	Feb 02	Mar 02	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02									
EXCHANGE																					
SPANGLE	0.5%	0.7%	0.5%	0.9%	0.9%	0.9%	0.7%	0.9%	0.7%	0.9%	0.9%	0.9%	0.7%	0.2%	0.9%	0.9%	0.2%	6	546	1.1%	
SPRAGUE	0.5%	1.2%	0.4%	0.9%	0.5%	2.6%	1.1%	1.2%	0.2%	0.9%	0.9%	0.9%	0.7%	0.4%	0.9%	0.9%	0.4%	7	560	1.3%	
STARBUCK	0.0%	2.0%	1.4%	0.7%	0.7%	1.4%	1.4%	1.4%	1.4%	0.7%	1.4%	1.4%	1.4%	1.4%	0.7%	1.4%	1.4%	0	145	0.0%	
TIETON	3.5%	0.7%	1.6%	6.3%	1.2%	1.4%	1.1%	0.8%	1.1%	1.2%	1.4%	1.1%	0.8%	1.1%	7.6%	0.2%	1.0%	38	893	4.3%	
TWISP	0.4%	1.0%	0.5%	0.8%	0.9%	0.8%	1.0%	0.7%	2.1%	0.9%	0.8%	1.0%	0.7%	2.1%	0.9%	0.6%	1.1%	14	1,963	0.7%	
VADER	2.2%	1.1%	0.7%	0.8%	0.8%	0.8%	1.0%	1.3%	0.7%	0.8%	0.8%	1.0%	1.3%	0.7%	0.7%	1.4%	1.2%	13	1,047	1.2%	
VASHON	1.7%	0.8%	0.9%	0.8%	0.9%	1.2%	1.1%	3.2%	0.9%	1.2%	1.2%	1.1%	3.2%	0.9%	0.8%	0.9%	1.2%	110	5,946	1.8%	
WASHTUCNA	0.3%	0.3%	0.3%	0.0%	0.3%	0.3%	0.9%	0.9%	0.0%	0.3%	0.3%	0.9%	0.9%	0.0%	0.3%	0.0%	1.0%	2	314	0.6%	
WILBUR	1.4%	1.1%	0.5%	1.4%	0.5%	0.6%	1.2%	1.2%	0.4%	0.6%	0.6%	1.2%	1.2%	0.4%	0.6%	0.8%	0.7%	33	1,069	3.1%	
WILSON CREEK	1.7%	0.5%	1.2%	2.5%	6.2%	6.2%	4.9%	1.5%	0.5%	6.2%	6.2%	4.9%	1.5%	0.5%	0.7%	1.5%	1.5%	6	408	1.5%	
WINTHROP	0.3%	0.6%	0.6%	0.9%	1.1%	0.5%	1.0%	0.6%	1.6%	1.1%	0.5%	1.0%	0.6%	1.6%	0.8%	0.4%	0.8%	8	2,236	0.4%	
YACOLT	5.1%	2.5%	1.3%	1.9%	2.7%	2.8%	1.5%	2.4%	1.1%	2.7%	2.8%	1.5%	2.4%	1.1%	2.0%	1.1%	1.4%	37	1,823	2.0%	
<b>GRAND TOTAL</b>	<b>1.5%</b>	<b>1.3%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>2,331</b>	<b>188,133</b>	<b>1.2%</b>	



## Held Orders by Exchange

**January 2003**

Exch	CLLI	Location	Total Held Orders
201	LNBH	LONG BEACH	
202	OCPK	OCEAN PARK	
203	CHNK	CHINOOK	
220	LNBH	LONG BEACH	
301	GGHR	GIG HARBOR	92
302	BRLY	BURLEY	11
304	FXIS	FOX ISLAND	15
305	ARLT	ARLETTA	11
311	BRLY	BURLEY	
312	GGHR	GIG HARBOR	
313	GGHR	GIG HARBOR	
314	BRLY	BURLEY	
315	GGHR	GIG HARBOR	
316	GGHR	GIG HARBOR	
318	GGHR	GIG HARBOR	
327	GGHR	GIG HARBOR	
328	GGHR	GIG HARBOR	
346	GGHR	GIG HARBOR	
350	GGHR	GIG HARBOR	
354	GGHR	GIG HARBOR	
363	GGHR	GIG HARBOR	
601	MRTN	MORTON	1
602	MNRL	MINERAL	
603	GLNM	GLENOMA	1
604	RAND	RANDLE	
605	PCKW	PACKWOOD	
610	ASFD	ASHFORD	
630	YCLT	YACOLT	1
801	ORNG	ORTING	4
802	SPRR	SO. PRAIRIE	5
804	ORNG	ORTING	
805	ORNG	ORTING	
821	ORNG	ORTING	
822	ORNG	ORTING	
825	ORNG	ORTING	
901	CNNL	CONNELL	2
902	MESA	MESA	1
903	BSCT	BASIN CITY	
904	ELTP	ELTOPIA	3
905	MTCO	MATHEWS CO	4
906	KHLT	KAHLOTUS	
907	WSHT	WASHTUCNA	1
910	LIND	LIND	2
911	STRB	STARBUCK	
912	EURK	EUREKA	
913	RYCY	ROYAL CITY	2
1001	LOPZ	LOPEZ	1
1002	LOPZ	LOPEZ	
1010	LOPZ	LOPEZ	
1030	LOPZ	LOPEZ	
1101	PGIS	PUGET ISLAND	1
1110	RYMN	RAYMOND-LEBAM	10
1120	CATH	CATHLAMET	1
1130	SBND	SOUTH BEND	2
1140	OCST	OCOSTA	
1150	CRTS	CURTIS	
1151	PELL	PE ELL	
1160	VADR	VADER	
1301	LKBY	LAKEBAY	16
1302	LKBY	LAKEBAY	5
1304	LKBY	LAKEBAY	
1305	LKBY	LAKEBAY	
1307	LKBY	LAKEBAY	
1321	LKBY	LAKEBAY	
1401	MCCL	MCCLEARY	14
1402	ELMA	ELMA	6



## Held Orders by Exchange

**January 2003**

Exch	CLLI	Location	Total Held Orders
1403	MNTS	MONTESANO	2
1422	MCCL	MCCLEARY	
1424	MCCL	MCCLEARY	
1428	WMRS	WEST MCCLEARY REMOTE	
1601	KGTN	KINGSTON	62
1602	HNVL	HANSVILLE	1
1603	HNVL	HANSVILLE	2
1605	KGTN	KINGSTON	
1701	TWIS	TWISP	5
1702	WNTH	WINTHROP	7
1800	HDLY	VASHON	
1801	VSHN	VASHON	2
1802	VSHN	VASHON	1
1901	CHNY	CHENEY / EWU	5
1904	SPNG	SPANGLE	2
1905	MDLK	MEDICAL LAKE	2
1906	RRDN	REARDAN	5
1907	DVPT	DAVENPORT	7
1908	CETN	CRESTON	2
1909	HNTR	INCHELIUM/HUNTERS	5
1910	VLLY	VALLEY	2
1911	CHWL	CHEWELAH	4
1912	KTFL	KETTLE FALLS	8
1912	KTFL		
1919	ICHL	INCHELIUM/HUNTERS	
1931	CHWL	CHEWELAH	
1981	WLBR	WILBUR	5
1982	ODSS	ODESSA	6
1983	HRTN	HARRINGTON	1
1984	ALMR	ALMIRA	
1985	CLCY	COULEE CITY	7
1986	WSCK	WILSON CR.	1
1988	NSPL	NESPELEM	2
1990	RTVL	RITZVILLE-BENGE	6
1991	SPRG	SPRAGUE	2
1992	SPRG	SPRAGUE	9
2201	NBND	NORTH BEND	5
2202	SNSP	SNOQUALMIE PASS	
2203	FLCY	FALL CITY	1
2204	CRNT	CARNATION	2
2230	CRNT	CARNATION	
2213	FLCY	FALL CITY	
2207	NBND	NORTH BEND	
2216	ASLK	AMES LAKE	
2217	NBND	NORTH BEND	
4011	HDLK		
4501	FRHR	FRIDAY HARBOR	19
4502	ESND	EASTSOUND	12
4503	BKLI	BLAKELY ISL	1
4511	FRHR	FRIDAY HARBOR	1
4516	ESND	EASTSOUND	1
4532	FRHR	FRIDAY HARBOR	
4537	FRHR	FRIDAY HARBOR	
9001	FRKS	FORKS	4
9002	NHBY	NEAH BAY	
9003	BEVR	BEAVER	1
9004	CLBY	COLBY	
9005	CLWR	CLEARWATER	
9040	PCBH	PACIFIC BEACH	
9041	LKQN	LAKE QUINAULT	1
9042	HMPL	HUMPTULIPS	
9401	CWCH	COWICHE	
9402	TITN	TIETON	1
9403	RMRK	RIMROCK/WHITEPASS	
<b>TOTAL</b>			<b>424</b>



WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

January 2003

EXCHANGE	TOTAL EXCLUDED	REASON
Ames Lake	64	Yes, County cut fiber cable, repaired
Carnation	132	Yes, County cut fiber cable, repaired
Hansville	9	Power outage due to storm
Hansville	61	100 pair cable cut by custom excavations



**WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
January 2003**

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Clearwater	July 2002	4 - Reset cards and reloaded AFC Carrier
Edwall-Tyler	August 2002	8 - Burned power supply card replaced
Glenoma	February 2002	4 - Bad Line Equipment
	November 2002	2 - Cable trouble repaired.
Humtuliips	December 2002	18 - Microwave went down
Mineral	December 2002	7 - SI Carrier system went down
	July 2002	Cable trouble, repaired
Ocean Park	April 2002	10 - Not advised of power outage before batteries went dead.
	April 2002	8 - Cable trouble
	April 2002	2 - Trouble in pedestal - repaired
Puget Island	April 2002	3 - Cable trouble, repaired
	September 2002	16 - Repaired buried cable and replaced office repeater
	September 2002	3 - Reset SC705 Carrier System
Royal City	September 2002	69 - Power plant lost office
Snoqualmie Pass	February 2002	3 - Voice Mail Down
	February 2002	5 - Cable Trouble
	February 2002	4 - Bad Card
Tieton	April 2002	51 - Controller problem in switch, reset processors
	October 2002	39 - Equipment failure in office. Remote lost all data
	January 2003	30 - Reset MARS unit
Wilson Creek	May 2002	9 - Bad AFC Carrier Card
	June 2002	8 - DLC span card failed
	June 2002	3 - Bad splice took AFC down
	July 2002	4 - Bad radio transmit card in AFC

**WASHINGTON STATE DIVISION MISSED ORDER RECAP  
JANUARY, 2003**

<b>FIELD ORDER RECAP (State total)</b>	
<i>Total Field Orders Dispatched</i>	<b>2311</b>
<i>Less Field Orders Missed (excluding Customer Reason)</i>	<b>54</b>
<i>Field Due Dates Met</i>	<b>2257</b>
<i>% Field Due Dates Met (excluding Customer Reason)</i>	<b>97.7%</b>

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
	<u>Totals</u>	
<i>DATA</i>	21791	87%
<i>CEN/OFC</i>	304	1%
<i>FIELD</i>	2816	11%
<b>TOTALS</b>	<b>24,911</b>	
<i>Total Due Dated Orders</i>	24,911	
<i>Due Dates Missed (Company Reason)</i>	54	
<i>Total Due Dates Met</i>	24,857	
<i>% Due Dates Met</i>	<b>99.8%</b>	

**WASHINGTON STATE DIVISION MISSED ORDER RECAP  
JANUARY, 2003**

<b>C.O. ORDER RECAP (State total)</b>	
<i>Total C.O. Orders Dispatched</i>	<b>138</b>
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	<b>0</b>
<i>C.O. Due Dates Met</i>	<b>138</b>
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	<b>100.0%</b>

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
	<u>Totals</u>	
<i>DATA</i>	21791	87%
<i>CENOFJ</i>	304	1%
<i>C.O.</i>	2816	11%
<b>TOTALS</b>	<b>24,911</b>	
<i>Total Due Dated Orders</i>	24,911	
<i>Due Dates Missed (Company Reason)</i>	0	
<i>Total Due Dates Met</i>	24,911	
<i>% Due Dates Met</i>	<b>100.0%</b>	