



March 14, 2003

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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT - February, 2003

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for February, 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 Listed Below:

Doug Alden  
Carol Allen  
Don Dennis  
Susan Brebner  
Steve Densley

Mark Johnston  
Bob Graybeal  
Ty Lemaster  
Dan Roso  
Ross Skinner

Ted Hankin - Monroe  
Cal Simshaw - Vancouver

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

| <b>C.O. ORDER RECAP (State total)</b>                      |               |
|------------------------------------------------------------|---------------|
| <i>Total C.O. Orders Dispatched</i>                        | <b>120</b>    |
| <i>Less C.O. Orders Missed (excluding Customer Reason)</i> | <b>0</b>      |
| <i>C.O. Due Dates Met</i>                                  | <b>120</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>                                     | 15344         | 84% |
| <i>CEN/OFC</i>                                  | 243           | 1%  |
| <i>C.O.</i>                                     | 2603          | 14% |
| <b>TOTALS</b>                                   | <b>18,190</b> |     |
| <i>Total Due Dated Orders</i>                   | 18,190        |     |
| <i>Due Dates Missed (Company Reason)</i>        | 0             |     |
| <i>Total Due Dates Met</i>                      | 18,190        |     |
| <i>% Due Dates Met</i>                          | <b>100.0%</b> |     |

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

| <b>FIELD ORDER RECAP (State total)</b>                      |              |
|-------------------------------------------------------------|--------------|
| <i>Total Field Orders Dispatched</i>                        | <b>2073</b>  |
| <i>Less Field Orders Missed (excluding Customer Reason)</i> | <b>47</b>    |
| <i>Field Due Dates Met</i>                                  | <b>2026</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>                                     | 15344         | 84% |
| <i>CEN/OFC</i>                                  | 243           | 1%  |
| <i>FIELD</i>                                    | 2603          | 14% |
| <b>TOTALS</b>                                   | <b>18,190</b> |     |
| <i>Total Due Dated Orders</i>                   | 18,190        |     |
| <i>Due Dates Missed (Company Reason)</i>        | 47            |     |
| <i>Total Due Dates Met</i>                      | 18,143        |     |
| <i>% Due Dates Met</i>                          | <b>99.7%</b>  |     |

# Held Orders by Exchange

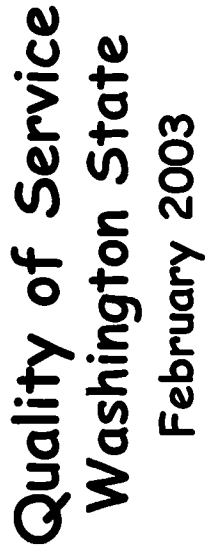
February 2003

| Exch | CLLI | Location          | Total Held Orders |
|------|------|-------------------|-------------------|
| 220  | LNBH | LONG BEACH        | 1                 |
| 301  | GGHR | GIG HARBOR        | 41                |
| 302  | BRLY | BURLEY            | 27                |
| 304  | FXIS | FOX ISLAND        | 20                |
| 305  | ARLT | ARLETTA           | 14                |
| 601  | MRTN | MORTON            | 5                 |
| 603  | GLNM | GLENOMA           | 1                 |
| 610  | ASFD | ASHFORD           | 1                 |
| 630  | YCLT | YACOLT            | 3                 |
| 801  | ORNG | ORTING            | 7                 |
| 802  | SPRR | SO. PRAIRIE       | 2                 |
| 823  | ORNG | ORTING            | 1                 |
| 830  | ORNG | ORTING            | 1                 |
| 831  | ORNG | ORTING            | 1                 |
| 901  | CNNL | CONNELL           | 3                 |
| 902  | MESA | MESA              | 1                 |
| 904  | ELTP | ELTOPIA           | 2                 |
| 905  | MTCO | MATHEWS CO        | 5                 |
| 907  | WSHT | WASHTUCNA         | 1                 |
| 910  | LIND | LIND              | 2                 |
| 911  | STRB | STARBUCK          | 1                 |
| 913  | RYCY | ROYAL CITY        | 2                 |
| 1001 | LOPZ | LOPEZ             | 1                 |
| 1101 | PGIS | PUGET ISLAND      | 1                 |
| 1110 | RYMN | RAYMOND-LEBAM     | 10                |
| 1130 | SBND | SOUTH BEND        | 2                 |
| 1160 | VADR | VADER             | 1                 |
| 1301 | LKBY | LAKEBAY           | 28                |
| 1302 | LKBY | LAKEBAY           | 5                 |
| 1304 | LKBY | LAKEBAY           | 1                 |
| 1401 | MCCL | MCCLEARY          | 19                |
| 1402 | ELMA | ELMA              | 9                 |
| 1403 | MNTS | MONTESANO         | 4                 |
| 1601 | KGTN | KINGSTON          | 23                |
| 1602 | HNVL | HANSVILLE         | 2                 |
| 1603 | HNVL | HANSVILLE         | 2                 |
| 1605 | KGTN | KINGSTON          | 1                 |
| 1701 | TWIS | TWISP             | 4                 |
| 1702 | WNTH | WINTHROP          | 8                 |
| 1801 | VSHN | VASHON            | 3                 |
| 1802 | VSHN | VASHON            | 1                 |
| 1901 | CHNY | CHENEY / EWU      | 8                 |
| 1904 | SPNG | SPANGLE           | 2                 |
| 1905 | MDLK | MEDICAL LAKE      | 2                 |
| 1906 | RRDN | REARDAN           | 3                 |
| 1907 | DVPT | DAVENPORT         | 10                |
| 1908 | CETN | CRESTON           | 2                 |
| 1909 | HNTR | INCHELIUM/HUNTERS | 5                 |
| 1910 | VLLY | VALLEY            | 2                 |

## Held Orders by Exchange

**February 2003**

| Exch         | CLLI | Location        | Total Held Orders |
|--------------|------|-----------------|-------------------|
| 1911         | CHWL | CHEWELAH        | 4                 |
| 1912         | KTFL | KETTLE FALLS    | 5                 |
| 1981         | WLBR | WILBUR          | 5                 |
| 1982         | ODSS | ODESSA          | 6                 |
| 1983         | HRTN | HARRINGTON      | 1                 |
| 1985         | CLCY | COULEE CITY     | 4                 |
| 1986         | WSCK | WILSON CR.      | 1                 |
| 1988         | NSPL | NESPELEM        | 2                 |
| 1990         | RTVL | RITZVILLE-BENGE | 6                 |
| 1991         | SPRG | SPRAGUE         | 1                 |
| 1992         | SPRG | SPRAGUE         | 9                 |
| 2201         | NBND | NORTH BEND      | 12                |
| 2203         | FLCY | FALL CITY       | 3                 |
| 2204         | CRNT | CARNATION       | 1                 |
| 4501         | FRHR | FRIDAY HARBOR   | 18                |
| 4502         | ESND | EASTSOUND       | 1                 |
| 4503         | BKLI | BLAKELY ISL     | 1                 |
| 4511         | FRHR | FRIDAY HARBOR   | 1                 |
| 4516         | ESND | EASTSOUND       | 1                 |
| 4533         | FRHR | FRIDAY HARBOR   | 1                 |
| 9001         | FRKS | FORKS           | 4                 |
| 9002         | NHBY | NEAH BAY        | 4                 |
| 9003         | BEVR | BEAVER          | 1                 |
| 9041         | LKQN | LAKE QUINAULT   | 1                 |
| <b>TOTAL</b> |      |                 | <b>394</b>        |



| Held Primary Requests |        |        |        |        |        |        |        |        |        |        |        |        |        |         |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
|                       | Feb-02 | Mar-02 | Apr-02 | May-02 | Jun-02 | Jul-02 | Aug-02 | Sep-02 | Oct-02 | Nov-02 | Dec-02 | Jan-03 | Feb-03 | Current |
| Total Primary Orders  | 2271   | 2480   | 2977   | 2948   | 2878   | 2911   | 3006   | 3065   | 2735   | 2156   | 2175   | 2194   | 2097   |         |
| Service Requests Held | 63     | 141    | 131    | 79     | 63     | 94     | 104    | 48     | 78     | 98     | 104    | 104    | 116    |         |
| % Held this Period    | 2.8%   | 5.7%   | 4.4%   | 2.7%   | 2.2%   | 3.2%   | 3.5%   | 1.6%   | 2.9%   | 4.5%   | 4.8%   | 4.7%   | 5.5%   |         |

[illegible]

# Trouble Report February 2003

| EXCHANGE                  | February |        |        |        |         |         |        |        |        |        |        |        | No. of<br>Trouble<br>Tickets | No. of<br>Access<br>Lines | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |
|---------------------------|----------|--------|--------|--------|---------|---------|--------|--------|--------|--------|--------|--------|------------------------------|---------------------------|----------------------------|--------------------------------------------|
|                           | Feb 02   | Mar 02 | Apr 02 | May 02 | June 02 | July 02 | Aug 02 | Sep 02 | Oct 02 | Nov 02 | Dec 02 | Jan 03 |                              |                           |                            |                                            |
| ALMIRA                    | 1.0%     | 1.2%   | 1.4%   | 0.8%   | 0.6%    | 3.4%    | 0.6%   | 1.0%   | 2.0%   | 0.0%   | 1.2%   | 1.0%   | 5                            | 496                       | 1.0%                       |                                            |
| AMES LAKE                 | 1.6%     | 0.4%   | 1.3%   | 0.7%   | 0.9%    | 1.6%    | 0.8%   | 1.4%   | 2.4%   | 1.2%   | 0.8%   | 0.7%   | 7                            | 846                       | 0.8%                       |                                            |
| ARLETTA                   | 1.1%     | 0.4%   | 0.9%   | 0.6%   | 0.8%    | 1.0%    | 1.1%   | 0.3%   | 0.8%   | 0.9%   | 1.1%   | 1.2%   | 30                           | 3951                      | 0.8%                       |                                            |
| ASHFORD                   | 2.4%     | 1.9%   | 1.6%   | 2.4%   | 0.3%    | 0.6%    | 2.8%   | 0.4%   | 0.7%   | 1.8%   | 1.3%   | 0.9%   | 7                            | 1133                      | 0.6%                       |                                            |
| BASIN CITY                | 0.5%     | 1.0%   | 1.0%   | 1.1%   | 2.0%    | 1.2%    | 1.1%   | 0.7%   | 1.0%   | 0.8%   | 0.9%   | 1.5%   | 11                           | 788                       | 1.4%                       |                                            |
| BEAVER                    | 0.8%     | 1.2%   | 0.2%   | 0.4%   | 0.6%    | 0.8%    | 1.2%   | 1.5%   | 1.0%   | 0.4%   | 0.2%   | 1.3%   | 2                            | 479                       | 0.4%                       |                                            |
| BLAKELY ISL               | 0.3%     | 0.3%   | 0.0%   | 0.8%   | 1.1%    | 1.1%    | 0.5%   | 0.5%   | 6.3%   | 0.8%   | 0.3%   | 0.0%   | 0                            | 351                       | 0.0%                       |                                            |
| CARNATION                 | 2.3%     | 0.8%   | 2.3%   | 0.6%   | 0.5%    | 1.5%    | 2.9%   | 0.8%   | 1.3%   | 1.2%   | 0.9%   | 2.2%   | 19                           | 1969                      | 1.0%                       |                                            |
| CATHLAMET                 | 1.2%     | 1.9%   | 1.9%   | 1.2%   | 0.9%    | 1.1%    | 0.7%   | 3.7%   | 1.8%   | 1.0%   | 2.9%   | 1.7%   | 17                           | 1358                      | 1.3%                       |                                            |
| CHENEY / EWU              | 0.8%     | 0.5%   | 1.1%   | 0.6%   | 0.6%    | 1.0%    | 0.9%   | 1.0%   | 1.3%   | 0.7%   | 0.8%   | 0.8%   | 58                           | 5565                      | 1.0%                       |                                            |
| CHEWELAH / VALLEY         | 1.2%     | 1.0%   | 0.9%   | 1.2%   | 0.9%    | 1.1%    | 0.9%   | 1.1%   | 1.6%   | 1.4%   | 1.3%   | 1.4%   | 53                           | 4301                      | 1.2%                       |                                            |
| CHINOOK                   | 1.4%     | 1.4%   | 0.7%   | 0.4%   | 0.4%    | 0.6%    | 0.6%   | 3.1%   | 3.6%   | 1.1%   | 0.7%   | 1.8%   | 8                            | 443                       | 1.8%                       |                                            |
| CLALLAM BAY               | 1.4%     | 2.3%   | 1.6%   | 1.7%   | 0.3%    | 1.3%    | 0.6%   | 0.2%   | 0.3%   | 0.5%   | 1.2%   | 1.1%   | 7                            | 851                       | 0.8%                       |                                            |
| CLEARWATER                | 1.4%     | 2.9%   | 1.4%   | 0.0%   | 1.4%    | 4.2%    | 3.5%   | 0.7%   | 0.7%   | 1.5%   | 1.4%   | 1.4%   | 1                            | 137                       | 0.7%                       |                                            |
| CONNELL                   | 0.6%     | 0.8%   | 1.1%   | 0.4%   | 2.1%    | 1.1%    | 0.6%   | 0.6%   | 0.7%   | 2.3%   | 0.9%   | 0.4%   | 9                            | 1587                      | 0.6%                       |                                            |
| COULEE CITY               | 0.8%     | 0.4%   | 1.5%   | 0.9%   | 1.8%    | 1.2%    | 0.8%   | 1.4%   | 0.8%   | 0.7%   | 1.0%   | 0.9%   | 9                            | 876                       | 1.0%                       |                                            |
| COWICHE                   | 1.6%     | 2.2%   | 1.3%   | 0.6%   | 0.5%    | 1.1%    | 1.4%   | 1.0%   | 1.5%   | 1.2%   | 0.7%   | 1.1%   | 10                           | 1067                      | 0.9%                       |                                            |
| CRESTON                   | 1.9%     | 1.1%   | 1.9%   | 2.1%   | 0.8%    | 1.6%    | 0.8%   | 1.0%   | 1.3%   | 1.3%   | 1.8%   | 1.8%   | 2                            | 383                       | 0.5%                       |                                            |
| CURTIS                    | 1.1%     | 0.6%   | 1.3%   | 0.6%   | 0.6%    | 1.7%    | 1.1%   | 0.6%   | 1.1%   | 1.7%   | 2.1%   | 2.0%   | 4                            | 459                       | 0.9%                       |                                            |
| DAVENPORT                 | 0.8%     | 1.0%   | 1.5%   | 1.0%   | 0.9%    | 1.6%    | 1.6%   | 1.3%   | 1.4%   | 1.0%   | 1.5%   | 0.9%   | 10                           | 2175                      | 0.5%                       |                                            |
| EASTSOUND                 | 1.3%     | 1.6%   | 1.2%   | 1.2%   | 1.3%    | 1.2%    | 1.0%   | 1.5%   | 1.3%   | 1.0%   | 0.9%   | 2.4%   | 31                           | 4757                      | 0.7%                       |                                            |
| EDWALL-TYLER              | 1.6%     | 0.5%   | 1.0%   | 1.1%   | 3.4%    | 4.0%    | 5.6%   | 0.8%   | 0.8%   | 1.0%   | 0.8%   | 0.8%   | 6                            | 386                       | 1.6%                       |                                            |
| ELMA                      | 2.4%     | 0.8%   | 1.0%   | 1.0%   | 0.8%    | 1.3%    | 1.6%   | 1.1%   | 1.2%   | 1.7%   | 1.5%   | 1.5%   | 76                           | 5,054                     | 1.5%                       |                                            |
| Trouble Report<br>ELTOPIA | 1.8%     | 3.9%   | 1.5%   | 0.0%   | 0.6%    | 0.9%    | 0.9%   | 2.1%   | 0.6%   | 0.9%   | 1.5%   | 0.6%   | 1                            | 324                       | 0.3%                       |                                            |



# Trouble Report February 2003

| EXCHANGE                  | February |        |        |        |         |         |        |        |        |        |        |        | No. of<br>Trouble<br>Tickets | No. of<br>Access<br>Lines | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |
|---------------------------|----------|--------|--------|--------|---------|---------|--------|--------|--------|--------|--------|--------|------------------------------|---------------------------|----------------------------|--------------------------------------------|
|                           | Feb 02   | Mar 02 | Apr 02 | May 02 | June 02 | July 02 | Aug 02 | Sep 02 | Oct 02 | Nov 02 | Dec 02 | Jan 03 |                              |                           |                            |                                            |
| EUREKA                    | 2.1%     | 0.3%   | 2.1%   | 2.3%   | 0.8%    | 1.3%    | 0.0%   | 0.0%   | 0.8%   | 0.3%   | 1.6%   | 1.0%   | 7                            | 383                       | 1.8%                       |                                            |
| FALL CITY                 | 2.3%     | 1.5%   | 1.5%   | 0.8%   | 0.7%    | 1.2%    | 1.3%   | 1.2%   | 2.0%   | 1.2%   | 0.8%   | 0.7%   | 30                           | 3,858                     | 0.8%                       |                                            |
| FORKS                     | 0.5%     | 0.5%   | 0.7%   | 0.7%   | 0.5%    | 0.6%    | 0.7%   | 1.0%   | 1.2%   | 1.2%   | 1.0%   | 1.1%   | 31                           | 3,778                     | 0.8%                       |                                            |
| FOX ISLAND                | 0.9%     | 0.2%   | 0.9%   | 1.0%   | 0.6%    | 0.3%    | 0.9%   | 0.8%   | 0.5%   | 0.4%   | 1.1%   | 1.3%   | 13                           | 1,801                     | 0.7%                       |                                            |
| FRIDAY HARBOR             | 1.5%     | 1.0%   | 1.3%   | 1.4%   | 1.6%    | 1.9%    | 0.8%   | 1.4%   | 1.2%   | 1.4%   | 2.3%   | 1.1%   | 95                           | 7,198                     | 1.3%                       |                                            |
| GIG HARBOR                | 1.0%     | 1.4%   | 1.2%   | 1.1%   | 0.9%    | 0.9%    | 1.0%   | 1.0%   | 1.4%   | 1.1%   | 1.0%   | 1.1%   | 285                          | 27,657                    | 1.0%                       |                                            |
| GLENOMA                   | 4.5%     | 2.9%   | 2.4%   | 1.4%   | 2.6%    | 3.9%    | 0.8%   | 0.6%   | 1.7%   | 4.3%   | 1.9%   | 1.6%   | 9                            | 499                       | 1.8%                       |                                            |
| HANSVILLE                 | 1.8%     | 0.7%   | 2.0%   | 2.1%   | 1.3%    | 1.7%    | 3.9%   | 3.8%   | 1.7%   | 1.5%   | 1.0%   | 1.6%   | 53                           | 2,040                     | 2.6%                       |                                            |
| HARRINGTON                | 0.4%     | 0.4%   | 0.8%   | 1.1%   | 0.4%    | 1.1%    | 1.3%   | 1.3%   | 0.9%   | 0.2%   | 0.8%   | 0.8%   | 4                            | 525                       | 0.8%                       |                                            |
| HUMPTULIPS                | 2.5%     | 0.5%   | 1.7%   | 3.0%   | 0.8%    | 0.2%    | 0.5%   | 1.0%   | 1.5%   | 1.5%   | 5.0%   | 1.2%   | 2                            | 406                       | 0.5%                       |                                            |
| INCHELIUM/HUNTERS         | 0.6%     | 3.8%   | 1.0%   | 0.8%   | 0.6%    | 0.6%    | 0.6%   | 0.7%   | 0.9%   | 0.7%   | 1.5%   | 1.2%   | 8                            | 1,391                     | 0.6%                       |                                            |
| KAHLOTUS                  | 2.5%     | 0.4%   | 0.0%   | 0.0%   | 0.8%    | 2.4%    | 0.8%   | 1.2%   | 0.0%   | 3.4%   | 1.3%   | 0.0%   | 1                            | 233                       | 0.4%                       |                                            |
| KETTLE FALLS              | 2.6%     | 1.1%   | 1.2%   | 0.8%   | 1.7%    | 1.3%    | 1.1%   | 1.0%   | 1.7%   | 0.9%   | 0.9%   | 0.9%   | 35                           | 2,754                     | 1.3%                       |                                            |
| KINGSTON                  | 1.2%     | 1.1%   | 3.5%   | 1.5%   | 0.9%    | 2.4%    | 0.8%   | 1.4%   | 1.6%   | 1.2%   | 1.7%   | 1.5%   | 72                           | 5,797                     | 1.2%                       |                                            |
| LAKE QUINAULT             | 1.1%     | 0.6%   | 0.6%   | 1.2%   | 0.9%    | 1.5%    | 0.5%   | 1.5%   | 0.5%   | 3.0%   | 1.2%   | 1.1%   | 5                            | 656                       | 0.8%                       |                                            |
| LAKEBAY                   | 1.6%     | 0.8%   | 1.2%   | 0.6%   | 0.9%    | 1.5%    | 1.0%   | 0.8%   | 0.7%   | 1.0%   | 2.1%   | 1.4%   | 94                           | 6,245                     | 1.5%                       |                                            |
| LIND                      | 1.3%     | 1.7%   | 0.8%   | 1.2%   | 0.2%    | 1.5%    | 1.3%   | 1.9%   | 0.7%   | 3.4%   | 1.2%   | 0.9%   | 7                            | 587                       | 1.2%                       |                                            |
| LONG BEACH                | 1.2%     | 0.8%   | 0.8%   | 0.8%   | 0.9%    | 1.0%    | 0.6%   | 0.8%   | 1.3%   | 1.2%   | 1.1%   | 1.5%   | 36                           | 4,316                     | 0.8%                       |                                            |
| LOPEZ                     | 1.2%     | 1.5%   | 1.4%   | 1.3%   | 0.8%    | 1.4%    | 1.1%   | 1.0%   | 1.2%   | 0.6%   | 1.0%   | 0.9%   | 15                           | 2,475                     | 0.6%                       |                                            |
| MATHEWS CORNER            | 1.1%     | 0.6%   | 1.3%   | 0.5%   | 1.3%    | 2.0%    | 0.4%   | 1.3%   | 1.1%   | 1.1%   | 2.0%   | 2.0%   | 3                            | 542                       | 0.6%                       |                                            |
| MCCLEARY                  | 2.3%     | 1.3%   | 0.7%   | 1.2%   | 1.2%    | 1.3%    | 1.3%   | 0.7%   | 0.7%   | 1.6%   | 1.0%   | 1.4%   | 22                           | 1,498                     | 1.5%                       |                                            |
| MEDICAL LAKE              | 1.3%     | 0.7%   | 1.1%   | 0.5%   | 0.5%    | 0.8%    | 1.2%   | 0.7%   | 1.1%   | 0.3%   | 0.9%   | 0.6%   | 26                           | 3,256                     | 0.8%                       |                                            |
| MESA                      | 0.6%     | 1.1%   | 0.3%   | 0.3%   | 1.1%    | 0.6%    | 0.3%   | 0.3%   | 0.3%   | 0.6%   | 0.9%   | 0.9%   | 1                            | 341                       | 0.3%                       |                                            |
| MINERAL<br>Trouble Report | 2.4%     | 2.1%   | 2.0%   | 0.3%   | 0.9%    | 4.0%    | 0.6%   | 0.6%   | 0.9%   | 3.8%   | 5.6%   | 0.9%   | 7                            | 333                       | 2.1%                       |                                            |



# Trouble Report February 2003

| EXCHANGE                        | February |        |        |        |         |         |        |        |        |        |        |        | No. of<br>Trouble<br>Tickets | No. of<br>Access<br>Lines | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |
|---------------------------------|----------|--------|--------|--------|---------|---------|--------|--------|--------|--------|--------|--------|------------------------------|---------------------------|----------------------------|--------------------------------------------|
|                                 | Feb 02   | Mar 02 | Apr 02 | May 02 | June 02 | July 02 | Aug 02 | Sep 02 | Oct 02 | Nov 02 | Dec 02 | Jan 03 |                              |                           |                            |                                            |
| MONTESANO                       | 1.1%     | 0.7%   | 0.8%   | 0.5%   | 0.8%    | 1.4%    | 0.6%   | 0.8%   | 0.9%   | 0.7%   | 0.9%   | 1.1%   | 33                           | 4,426                     | 0.7%                       |                                            |
| MORTON                          | 2.6%     | 1.8%   | 1.3%   | 1.3%   | 1.9%    | 3.6%    | 2.4%   | 0.5%   | 1.1%   | 2.7%   | 1.6%   | 3.6%   | 31                           | 1,579                     | 2.0%                       |                                            |
| NEAH BAY                        | 1.1%     | 0.3%   | 1.0%   | 0.3%   | 0.8%    | 0.2%    | 0.8%   | 0.6%   | 2.1%   | 0.6%   | 0.7%   | 0.2%   | 1                            | 1,009                     | 0.1%                       |                                            |
| NESPELEM                        | 2.1%     | 2.7%   | 2.1%   | 1.2%   | 1.6%    | 1.3%    | 1.9%   | 1.2%   | 1.4%   | 1.5%   | 1.5%   | 0.8%   | 3                            | 728                       | 0.4%                       |                                            |
| NORTH BEND 831/888              | 1.4%     | 1.0%   | 1.3%   | 1.0%   | 0.7%    | 0.8%    | 1.1%   | 0.8%   | 0.7%   | 1.0%   | 1.3%   | 1.2%   | 89                           | 9,532                     | 0.9%                       |                                            |
| NORTH VASHON                    | 1.0%     | 0.9%   | 0.6%   | 0.9%   | 0.4%    | 0.9%    | 1.3%   | 0.8%   | 0.5%   | 1.4%   | 1.4%   | 1.0%   | 5                            | 1,458                     | 0.3%                       |                                            |
| OCEAN PARK                      | 0.7%     | 0.6%   | 7.7%   | 0.7%   | 0.6%    | 1.0%    | 0.9%   | 0.4%   | 1.0%   | 0.8%   | 0.8%   | 0.9%   | 28                           | 3,936                     | 0.7%                       |                                            |
| OCOSTA                          | 3.1%     | 0.0%   | 0.2%   | 1.2%   | 0.4%    | 1.6%    | 1.0%   | 2.0%   | 1.0%   | 1.0%   | 2.1%   | 1.4%   | 5                            | 483                       | 1.0%                       |                                            |
| ODESSA                          | 1.0%     | 1.3%   | 2.3%   | 0.3%   | 0.8%    | 3.5%    | 0.8%   | 0.5%   | 1.9%   | 1.8%   | 1.6%   | 2.0%   | 6                            | 1,032                     | 0.6%                       |                                            |
| ORTING                          | 1.3%     | 0.9%   | 1.5%   | 0.7%   | 0.9%    | 1.9%    | 1.1%   | 0.8%   | 1.4%   | 1.0%   | 1.7%   | 0.9%   | 87                           | 7,137                     | 1.2%                       |                                            |
| PACIFIC BEACH                   | 0.9%     | 0.1%   | 0.4%   | 0.5%   | 1.1%    | 0.8%    | 1.0%   | 0.9%   | 1.7%   | 2.0%   | 1.4%   | 1.1%   | 14                           | 989                       | 1.4%                       |                                            |
| PACKWOOD                        | 1.0%     | 1.6%   | 1.3%   | 0.6%   | 1.8%    | 1.0%    | 0.4%   | 1.5%   | 1.3%   | 1.9%   | 0.8%   | 1.1%   | 16                           | 1,370                     | 1.2%                       |                                            |
| PE ELL                          | 1.2%     | 0.5%   | 1.0%   | 1.0%   | 1.5%    | 1.0%    | 1.3%   | 0.8%   | 1.9%   | 1.6%   | 1.7%   | 1.3%   | 16                           | 930                       | 1.7%                       |                                            |
| PUGET ISLAND                    | 2.0%     | 2.2%   | 5.0%   | 1.0%   | 1.7%    | 2.1%    | 0.8%   | 7.9%   | 1.9%   | 1.7%   | 1.7%   | 2.4%   | 12                           | 454                       | 2.6%                       |                                            |
| RANDLE                          | 1.6%     | 1.8%   | 3.5%   | 1.4%   | 2.3%    | 1.5%    | 1.6%   | 0.8%   | 1.3%   | 3.6%   | 1.8%   | 2.7%   | 20                           | 1,142                     | 1.8%                       |                                            |
| RAYMOND-LEBAM                   | 1.3%     | 1.0%   | 0.6%   | 1.0%   | 0.9%    | 1.5%    | 1.4%   | 0.9%   | 1.3%   | 1.1%   | 1.4%   | 1.1%   | 36                           | 3,554                     | 1.0%                       |                                            |
| REARDAN                         | 1.0%     | 0.6%   | 0.6%   | 1.8%   | 1.3%    | 1.9%    | 1.1%   | 1.3%   | 1.1%   | 1.3%   | 2.1%   | 1.2%   | 10                           | 1,267                     | 0.8%                       |                                            |
| RIMROCKWHITEPASS                | 0.0%     | 1.9%   | 1.5%   | 0.4%   | 0.8%    | 0.8%    | 1.2%   | 0.4%   | 0.4%   | 0.0%   | 2.0%   | 0.8%   | 2                            | 249                       | 0.8%                       |                                            |
| RITZVILLE-BENGE                 | 0.5%     | 0.7%   | 0.5%   | 0.9%   | 0.6%    | 1.1%    | 1.3%   | 0.6%   | 1.1%   | 0.4%   | 0.7%   | 0.8%   | 11                           | 1,900                     | 0.6%                       |                                            |
| ROYAL CITY                      | 0.6%     | 1.2%   | 1.6%   | 1.0%   | 0.7%    | 1.0%    | 0.6%   | 4.3%   | 0.9%   | 0.8%   | 1.1%   | 0.7%   | 31                           | 2,161                     | 1.4%                       |                                            |
| SNOQUALMIE RIDGE 396            | 0.8%     | 1.6%   | 1.5%   | 1.0%   | 0.6%    | 1.2%    | 0.3%   | 1.0%   | 0.6%   | 1.1%   | 0.5%   | 0.2%   | 3                            | 1,832                     | 0.2%                       |                                            |
| SNOQUALMIE PASS 434             | 7.0%     | 0.9%   | 1.1%   | 1.0%   | 0.6%    | 1.4%    | 3.3%   | 1.2%   | 0.6%   | 0.8%   | 3.6%   | 1.1%   | 15                           | 532                       | 2.8%                       |                                            |
| SOUTH BEND                      | 1.4%     | 1.0%   | 0.8%   | 1.3%   | 0.9%    | 0.7%    | 1.1%   | 0.3%   | 0.9%   | 0.7%   | 2.0%   | 1.0%   | 24                           | 1,813                     | 1.3%                       |                                            |
| Trouble Report<br>SOUTH PRAIRIE | 1.4%     | 1.3%   | 1.4%   | 0.8%   | 1.2%    | 1.3%    | 1.0%   | 2.0%   | 1.3%   | 1.0%   | 1.4%   | 1.4%   | 62                           | 3,342                     | 1.9%                       |                                            |

Figure 10.10



**WASHINGTON STATE SERVICE QUALITY REPORT**  
**EXPLANATION OF EXCEPTIONS**  
**February 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      | November 2002  | 2 - Cable trouble repaired.                                  |
| Humptulips   | 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                           |
|              | April 2002     | 3 - Cable trouble, repaired                                  |
| Puget Island | 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                                 |
| 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  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

February 2003

| EXCHANGE | TOTAL<br>EXCLUDED | REASON          |
|----------|-------------------|-----------------|
|          |                   |                 |
|          |                   |                 |
| Packwood | 58                | Fiber cable cut |
|          |                   |                 |
|          |                   |                 |
|          |                   |                 |
|          |                   |                 |
|          |                   |                 |