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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION



April 18, 2003

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT - March, 2003

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for March, 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,

A handwritten signature in black ink, appearing to read "Tim Grigar". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

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



# Trouble Report March 2003

EXCHANGE	March												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Mar 02	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03				
ALMIRA	1.2%	1.4%	0.8%	0.6%	3.4%	0.6%	1.0%	2.0%	0.0%	1.2%	1.0%	1.0%	3	494	0.6%	
AMES LAKE	0.4%	1.3%	0.7%	0.9%	1.6%	0.8%	1.4%	2.4%	1.2%	0.8%	0.7%	0.8%	13	845	1.5%	
ARLETTA	0.4%	0.9%	0.6%	0.8%	1.0%	1.1%	0.3%	0.8%	0.9%	1.1%	1.2%	0.8%	39	3950	1.0%	
ASHFORD	1.9%	1.6%	2.4%	0.3%	0.6%	2.8%	0.4%	0.7%	1.8%	1.3%	0.9%	0.6%	16	1130	1.4%	
BASIN CITY	1.0%	1.0%	1.1%	2.0%	1.2%	1.1%	0.7%	1.0%	0.8%	0.9%	1.5%	1.4%	24	795	3.0%	
BEAVER	1.2%	0.2%	0.4%	0.6%	0.8%	1.2%	1.5%	1.0%	0.4%	0.2%	1.3%	0.4%	8	480	1.7%	
BLAKELY ISL	0.3%	0.0%	0.8%	1.1%	1.1%	0.5%	0.5%	6.3%	0.8%	0.3%	0.0%	0.0%	1	353	0.3%	
CARNATION	0.8%	2.3%	0.6%	0.5%	1.5%	2.9%	0.8%	1.3%	1.2%	0.9%	2.2%	1.0%	17	1968	0.9%	
CATHLAMET	1.9%	1.9%	1.2%	0.9%	1.1%	0.7%	3.7%	1.8%	1.0%	2.9%	1.7%	1.3%	17	1352	1.3%	
CHENEY / EWU	0.5%	1.1%	0.6%	0.6%	1.0%	0.9%	1.0%	1.3%	0.7%	0.8%	0.8%	1.0%	26	5543	0.5%	
CHEWELAH / VALLEY	1.0%	0.9%	1.2%	0.9%	1.1%	0.9%	1.1%	1.6%	1.4%	1.3%	1.4%	1.2%	29	4310	0.7%	
CHINOOK	1.4%	0.7%	0.4%	0.4%	0.6%	0.6%	3.1%	3.6%	1.1%	0.7%	1.8%	1.8%	9	441	2.0%	
CLALLAM BAY	2.3%	1.6%	1.7%	0.3%	1.3%	0.6%	0.2%	0.3%	0.5%	1.2%	1.1%	0.8%	6	852	0.7%	
CLEARWATER	2.9%	1.4%	0.0%	1.4%	4.2%	3.5%	0.7%	0.7%	1.5%	1.4%	1.4%	0.7%	0	139	0.0%	
CONNELL	0.8%	1.1%	0.4%	2.1%	1.1%	0.6%	0.6%	0.7%	2.3%	0.9%	0.4%	0.6%	13	1582	0.8%	
COULEE CITY	0.4%	1.5%	0.9%	1.8%	1.2%	0.8%	1.4%	0.8%	0.7%	1.0%	0.9%	1.0%	4	883	0.5%	
COWICHE	2.2%	1.3%	0.6%	0.5%	1.1%	1.4%	1.0%	1.5%	1.2%	0.7%	1.1%	0.9%	9	1069	0.8%	
CRESTON	1.1%	1.9%	2.1%	0.8%	1.6%	0.8%	1.0%	1.3%	1.3%	1.8%	1.8%	0.5%	0	384	0.0%	
CURTIS	0.6%	1.3%	0.6%	0.6%	1.7%	1.1%	0.6%	1.1%	1.7%	2.1%	2.0%	0.9%	12	460	2.6%	
DAVENPORT	1.0%	1.5%	1.0%	0.9%	1.6%	1.6%	1.3%	1.4%	1.0%	1.5%	0.9%	0.5%	30	2189	1.4%	
EASTSOUND	1.6%	1.2%	1.2%	1.3%	1.2%	1.0%	1.5%	1.3%	1.0%	0.9%	2.4%	0.7%	47	4753	1.0%	
EDWALL-TYLER	0.5%	1.0%	1.1%	3.4%	4.0%	5.6%	0.8%	0.8%	1.0%	0.8%	0.8%	1.6%	6	388	1.5%	
ELMA	0.8%	1.0%	1.0%	0.8%	1.3%	1.6%	1.1%	1.2%	1.7%	1.5%	1.5%	1.5%	76	5,065	1.5%	
ELTOPIA	3.9%	1.5%	0.0%	0.6%	0.9%	0.9%	2.1%	0.6%	0.9%	1.5%	0.6%	0.3%	7	326	2.1%	



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	Mar 02	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03					
EXCHANGE														4	382	1.0%	
EUREKA	0.3%	2.1%	2.3%	0.8%	1.3%	0.0%	0.0%	0.8%	0.3%	1.6%	1.0%	1.8%	34	3,861	0.9%		
FALL CITY	1.5%	1.5%	0.8%	0.7%	1.2%	1.3%	1.2%	2.0%	1.2%	0.8%	0.7%	0.8%	57	3,780	1.5%		
FORKS	0.5%	0.7%	0.7%	0.5%	0.6%	0.7%	1.0%	1.2%	1.2%	1.0%	1.1%	0.8%	12	1,806	0.7%		
FOX ISLAND	0.2%	0.9%	1.0%	0.6%	0.3%	0.9%	0.8%	0.5%	0.4%	1.1%	1.3%	0.7%	85	7,204	1.2%		
FRIDAY HARBOR	1.0%	1.3%	1.4%	1.6%	1.9%	0.8%	1.4%	1.2%	1.4%	2.3%	1.1%	1.3%	282	27,525	1.0%		
GIG HARBOR	1.4%	1.2%	1.1%	0.9%	0.9%	1.0%	1.0%	1.4%	1.1%	1.0%	1.1%	1.0%	9	495	1.8%		
GLENOMA	2.9%	2.4%	1.4%	2.6%	3.9%	0.8%	0.6%	1.7%	4.3%	1.9%	1.6%	1.8%	22	2,037	1.1%		
HANSVILLE	0.7%	2.0%	2.1%	1.3%	1.7%	3.9%	3.8%	1.7%	1.5%	1.0%	1.6%	2.6%	6	524	1.1%		
HARRINGTON	0.4%	0.8%	1.1%	0.4%	1.1%	1.3%	1.3%	0.9%	0.2%	0.8%	0.8%	0.8%	2	410	0.5%		
HUMPTULIPS	0.5%	1.7%	3.0%	0.8%	0.2%	0.5%	1.0%	1.5%	1.5%	5.0%	1.2%	0.5%	5	1,397	0.4%		
INCHELIUM/HUNTERS	3.8%	1.0%	0.8%	0.6%	0.6%	0.6%	0.7%	0.9%	0.7%	1.5%	1.2%	0.6%	1	236	0.4%		
KAHLOTUS	0.4%	0.0%	0.0%	0.8%	2.4%	0.8%	1.2%	0.0%	3.4%	1.3%	0.0%	0.4%	47	2,763	1.7%		
KETTLE FALLS	1.1%	1.2%	0.8%	1.7%	1.3%	1.1%	1.0%	1.7%	0.9%	0.9%	0.9%	1.3%	83	5,808	1.4%		
KINGSTON	1.1%	3.5%	1.5%	0.9%	2.4%	0.8%	1.4%	1.6%	1.2%	1.7%	1.5%	1.2%	6	658	0.9%		
LAKE QUINAULT	0.6%	0.6%	1.2%	0.9%	1.5%	0.5%	1.5%	0.5%	3.0%	1.2%	1.1%	0.8%	59	6,258	0.9%		
LAKEBAY	0.8%	1.2%	0.6%	0.9%	1.5%	1.0%	0.8%	0.7%	1.0%	2.1%	1.4%	1.5%	5	585	0.9%		
LIND	1.7%	0.8%	1.2%	0.2%	1.5%	1.3%	1.9%	0.7%	3.4%	1.2%	0.9%	1.2%	31	4,324	0.7%		
LONG BEACH	0.8%	0.8%	0.8%	0.9%	1.0%	0.6%	0.8%	1.3%	1.2%	1.1%	1.5%	0.8%	19	2,479	0.8%		
LOPEZ	1.5%	1.4%	1.3%	0.8%	1.4%	1.1%	1.0%	1.2%	0.6%	1.0%	0.9%	0.6%	7	547	1.3%		
MATHEWS CORNER	0.6%	1.3%	0.5%	1.3%	2.0%	0.4%	1.3%	1.1%	1.1%	2.0%	2.0%	0.6%	23	1,502	1.5%		
MCCLEARY	1.3%	0.7%	1.2%	1.2%	1.3%	1.3%	0.7%	0.7%	1.6%	1.0%	1.4%	1.5%	12	3,248	0.4%		
MEDICAL LAKE	0.7%	1.1%	0.5%	0.5%	0.8%	1.2%	0.7%	1.1%	0.3%	0.9%	0.6%	0.8%	4	344	1.2%		
MESA	1.1%	0.3%	0.3%	1.1%	0.6%	0.3%	0.3%	0.3%	0.6%	0.9%	0.9%	0.3%	6	334	1.8%		
MINERAL	2.1%	2.0%	0.3%	0.9%	4.0%	0.6%	0.6%	0.9%	3.8%	5.6%	0.9%	2.1%					

Trouble Report





# Trouble Report March 2003

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	Mar 02	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03					
EXCHANGE														3	545	0.6%	
SPANGLE	0.5%	0.9%	0.9%	0.9%	0.7%	0.9%	0.7%	0.9%	0.9%	0.9%	0.2%	1.1%	1.3%	2	562	0.4%	
SPRAGUE	0.4%	0.9%	0.5%	2.6%	1.1%	1.2%	0.2%	0.9%	0.9%	0.4%	1.3%	1.4%	1.4%	0	147	0.0%	
STARBUCK	1.4%	0.7%	0.7%	1.4%	1.4%	1.4%	1.4%	1.4%	0.7%	1.4%	1.4%	0.0%	0.0%	5	912	0.5%	
TIETON	1.6%	6.3%	1.2%	1.4%	1.1%	0.8%	1.1%	1.1%	7.6%	1.0%	4.3%	0.3%	0.3%	1	1,967	0.1%	
TWISP	0.5%	0.8%	0.9%	0.8%	1.0%	0.7%	2.1%	0.9%	0.9%	1.1%	0.7%	0.8%	0.8%	15	1,056	1.4%	
VADER	0.7%	0.8%	0.8%	0.8%	1.0%	1.3%	0.7%	0.7%	0.7%	1.4%	1.2%	2.5%	2.5%	58	5,899	1.0%	
VASHON	0.9%	0.8%	0.9%	1.2%	1.1%	3.2%	0.9%	0.8%	0.8%	0.9%	1.2%	1.8%	0.7%	2	313	0.6%	
WASHTUCNA	0.3%	0.0%	0.3%	0.3%	0.9%	0.9%	0.0%	0.3%	0.3%	1.0%	1.0%	0.6%	0.3%	10	1,069	0.9%	
WILBUR	0.5%	1.4%	0.5%	0.6%	1.2%	1.2%	0.4%	0.6%	0.6%	0.8%	0.7%	3.1%	0.8%	3	400	0.8%	
WILSON CREEK	1.2%	2.5%	6.2%	6.2%	4.9%	1.5%	0.5%	0.7%	0.7%	1.5%	1.5%	1.5%	1.0%	5	2,236	0.2%	
WINTHROP	0.6%	0.9%	1.1%	0.5%	1.0%	0.6%	1.6%	0.8%	0.8%	0.4%	0.8%	0.4%	0.4%	24	1,809	1.3%	
YACOLT	1.3%	1.9%	2.7%	2.8%	1.5%	2.4%	1.1%	2.0%	2.0%	1.1%	1.4%	2.0%	1.3%	1,871	187,990	1.0%	
<b>GRAND TOTAL</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>1.1%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.0%</b>				



# Held Orders by Exchange

March 2003

Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	0
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	36
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	2
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	1
	SPRR	SO. PRAIRIE	
09	CNNL	CONNELL	9
	MESA	MESA	
	BSCT	BASIN CITY	
	ELTP	ELTOPIA	
	MTCO	MATHEWS CO	
	KHLT	KAHLOTUS	
	WSHT	WASHTUCNA	
	LIND	LIND	
	STRB	STARBUCK	
	EURK	EUREKA	
	RYCY	ROYAL CITY	
10	LOPZ	LOPEZ	0
11	PGIS	PUGET ISLAND	6
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	12
14	MCCL	MCCLEARY	6
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	27
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	2
	WNTH	WINTHROP	
18	VSHN	VASHON	8

# Held Orders by Exchange

March 2003

Exchange	CLLI	Location	Total Held Orders
19	CHNY	CHENEY / EWU	16
	SPNG	SPANGLE	
	MDLK	MEDICAL LAKE	
	RRDN	REARDAN	
	DVPT	DAVENPORT	
	CETN	CRESTON	
	HNTR	INCHELIUM/HUNTERS	
	VLLY	VALLEY	
	CHWL	CHEWELAH	
	KTFL	KETTLE FALLS	
	ICHL	INCHELIUM/HUNTERS	
	CHWL	CHEWELAH	
	WLBR	WILBUR	
	ODSS	ODESSA	
	HRTN	HARRINGTON	
	ALMR	ALMIRA	
	CLCY	COULEE CITY	
	WSCK	WILSON CR.	
	NSPL	NESPELEM	
RTVL	RITZVILLE-BENGE		
SPRG	SPRAGUE		
22	NBND	NORTH BEND	4
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	2
	ESND	EASTSOUND	
	BKLI	BLAKELY ISL	
	FRHR	FRIDAY HARBOR	
	ESND	EASTSOUND	
90	FRKS	FORKS	3
	NHBY	NEAH BAY	
	BEVR	BEAVER	
	CLBY	COLBY	
	CLWR	CLEARWATER	
	PCBH	PACIFIC BEACH	
	LKQN	LAKE QUINAULT	
	HMPL	HUMPTULIPS	
94	CWCH	COWICHE	1
	TITN	TIETON	
	RMRK	RIMROCK/WHITEPASS	
<b>TOTAL</b>			<b>135</b>







**WASHINGTON STATE SERVICE QUALITY REPORT**  
**EXPLANATION OF EXCEPTIONS**  
**March 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
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
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

MARCH, 2003

<b>FIELD ORDER RECAP (State total)</b>	
Total Field Orders Dispatched	<b>2390</b>
Less Field Orders Missed (excluding Customer Reason)	<b>57</b>
Field Due Dates Met	<b>2333</b>
% Field Due Dates Met (excluding Customer Reason)	<b>97.6%</b>

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
		<u>Totals</u>
DATA		18168 85%
CENOFc		264 1%
FIELD		2979 14%
<b>TOTALS</b>		<b>21,411</b>
Total Due Dated Orders	21,411	
Due Dates Missed (Company Reason)	57	
Total Due Dates Met	21,354	
% Due Dates Met	<b>99.7%</b>	

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

<b>C.O. ORDER RECAP (State total)</b>	
Total C.O. Orders Dispatched	<b>131</b>
Less C.O. Orders Missed (excluding Customer Reason)	<b>0</b>
C.O. Due Dates Met	<b>131</b>
% C.O. Due Dates Met (excluding Customer Reason)	100.0%

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
	<u>Totals</u>	
DATA	18168	85%
CENOFc	264	1%
C.O.	2979	14%
<b>TOTALS</b>	<b>21,411</b>	
Total Due Dated Orders	21,411	
Due Dates Missed (Company Reason)	0	
Total Due Dates Met	21,411	
% Due Dates Met	<b>100.0%</b>	