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RECORDS MANAGEMENT

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



May 16, 2003

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – April, 2003

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 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 large initial "T" and "G".

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 April 2003

													April		% of Trouble Tickets	Trouble Tickets Moved Index Below 4%	
	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	No. of Trouble Tickets	No. of Access Lines			
EXCHANGE																	
ALMIRA	1.4%	0.8%	0.6%	3.4%	0.6%	1.0%	2.0%	0.0%	1.2%	1.0%	1.0%	0.6%	4	495	0.8%		
AMES LAKE	1.3%	0.7%	0.9%	1.6%	0.8%	1.4%	2.4%	1.2%	0.8%	0.7%	0.8%	1.5%	12	844	1.4%		
ARLETTA	0.9%	0.6%	0.8%	1.0%	1.1%	0.3%	0.8%	0.9%	1.1%	1.2%	0.8%	1.0%	21	3941	0.5%		
ASHFORD	1.6%	2.4%	0.3%	0.6%	2.8%	0.4%	0.7%	1.8%	1.3%	0.9%	0.6%	1.4%	27	1140	2.4%		
BASIN CITY	1.0%	1.1%	2.0%	1.2%	1.1%	0.7%	1.0%	0.8%	0.9%	1.5%	1.4%	3.0%	11	802	1.4%		
BEAVER	0.2%	0.4%	0.6%	0.8%	1.2%	1.5%	1.0%	0.4%	0.2%	1.3%	0.4%	1.7%	0	483	0.0%		
BLAKELY ISL	0.0%	0.8%	1.1%	1.1%	0.5%	0.5%	6.3%	0.8%	0.3%	0.0%	0.0%	0.3%	4	357	1.1%		
CARNATION	2.3%	0.6%	0.5%	1.5%	2.9%	0.8%	1.3%	1.2%	0.9%	2.2%	1.0%	0.9%	21	1967	1.1%		
CATHLAMET	1.9%	1.2%	0.9%	1.1%	0.7%	3.7%	1.8%	1.0%	2.9%	1.7%	1.3%	1.3%	12	1359	0.9%		
CHENEY / EWU	1.1%	0.6%	0.6%	1.0%	0.9%	1.0%	1.3%	0.7%	0.8%	0.8%	1.0%	0.5%	18	5528	0.3%		
CHEWELAH / VALLEY	0.9%	1.2%	0.9%	1.1%	0.9%	1.1%	1.6%	1.4%	1.3%	1.4%	1.2%	0.7%	46	4340	1.1%		
CHINOOK	0.7%	0.4%	0.4%	0.6%	0.6%	3.1%	3.6%	1.1%	0.7%	1.8%	1.8%	2.0%	5	446	1.1%		
CLALLAM BAY	1.6%	1.7%	0.3%	1.3%	0.6%	0.2%	0.3%	0.5%	1.2%	1.1%	0.8%	0.7%	8	845	0.9%		
CLEARWATER	1.4%	0.0%	1.4%	4.2%	3.5%	0.7%	0.7%	1.5%	1.4%	1.4%	0.7%	0.0%	0	140	0.0%		
CONNELL	1.1%	0.4%	2.1%	1.1%	0.6%	0.6%	0.7%	2.3%	0.9%	0.4%	0.6%	0.8%	3	1584	0.2%		
COULEE CITY	1.5%	0.9%	1.8%	1.2%	0.8%	1.4%	0.8%	0.7%	1.0%	0.9%	1.0%	0.5%	6	902	0.7%		
COMICHE	1.3%	0.6%	0.5%	1.1%	1.4%	1.0%	1.5%	1.2%	0.7%	1.1%	0.9%	0.8%	3	1072	0.3%		
CRESTON	1.9%	2.1%	0.8%	1.6%	0.8%	1.0%	1.3%	1.3%	1.8%	1.8%	0.5%	0.0%	2	376	0.5%		
CURTIS	1.3%	0.6%	0.6%	1.7%	1.1%	0.6%	1.1%	1.7%	2.1%	2.0%	0.9%	2.6%	3	460	0.7%		
DAVENPORT	1.5%	1.0%	0.9%	1.6%	1.6%	1.3%	1.4%	1.0%	1.5%	0.9%	0.5%	1.4%	13	2205	0.6%		
EASTSOUND	1.2%	1.2%	1.3%	1.2%	1.0%	1.5%	1.3%	1.0%	0.9%	2.4%	0.7%	1.0%	73	4771	1.5%		
EDWALL-TYLER	1.0%	1.1%	3.4%	4.0%	5.6%	0.8%	0.8%	1.0%	0.8%	0.8%	1.6%	1.5%	2	395	0.5%		
ELMA	1.0%	1.0%	0.8%	1.3%	1.6%	1.1%	1.2%	1.7%	1.5%	1.5%	1.5%	1.5%	51	5,048	1.0%		
ELTOPIA <small>Trouble Report</small>	1.5%	0.0%	0.6%	0.9%	0.9%	2.1%	0.6%	0.9%	1.5%	0.6%	0.3%	2.1%	1	324	0.3%		



Trouble Report April 2003

													April		Trouble Tickets Moved Index Below 4%			
	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	No. of Trouble Tickets	No. of Access Lines		% of Trouble Tickets		
EXCHANGE																		
MONTESANO	0.8%	0.5%	0.8%	1.4%	0.6%	0.8%	0.9%	0.7%	0.9%	1.1%	0.9%	1.1%	0.7%	1.0%	28	4,416	0.6%	
MORTON	1.3%	1.3%	1.9%	3.6%	2.4%	0.5%	1.1%	2.7%	1.6%	3.6%	2.0%	1.1%	2.0%	1.1%	12	1,590	0.8%	
NEAH BAY	1.0%	0.3%	0.8%	0.2%	0.8%	0.6%	2.1%	0.6%	0.7%	0.2%	0.1%	0.8%	6	1,010	0.6%			
NEspeLEM	2.1%	1.2%	1.6%	1.3%	1.9%	1.2%	1.4%	1.5%	1.5%	0.8%	0.4%	2.3%	13	732	1.8%			
NORTH BEND <small>831/888</small>	1.3%	1.0%	0.7%	0.8%	1.1%	0.8%	0.7%	1.0%	1.3%	1.2%	0.9%	1.1%	69	9,492	0.7%			
NORTH VASHON	0.6%	0.9%	0.4%	0.9%	1.3%	0.8%	0.5%	1.4%	1.4%	1.0%	0.3%	0.7%	16	1,456	1.1%			
OCEAN PARK	7.7%	0.7%	0.6%	1.0%	0.9%	0.4%	1.0%	0.8%	0.8%	0.9%	0.7%	0.9%	28	3,912	0.7%			
OCOSTA	0.2%	1.2%	0.4%	1.6%	1.0%	2.0%	1.0%	1.0%	2.1%	1.4%	1.0%	2.1%	2	489	0.4%			
ODESSA	2.3%	0.3%	0.8%	3.5%	0.8%	0.5%	1.9%	1.8%	1.6%	2.0%	0.6%	0.7%	4	1,038	0.4%			
ORTING	1.5%	0.7%	0.9%	1.9%	1.1%	0.8%	1.4%	1.0%	1.7%	0.9%	1.2%	1.2%	107	7,126	1.5%			
PACIFIC BEACH	0.4%	0.5%	1.1%	0.8%	1.0%	0.9%	1.7%	2.0%	1.4%	1.1%	1.4%	1.0%	9	996	0.9%			
PACKWOOD	1.3%	0.6%	1.8%	1.0%	0.4%	1.5%	1.3%	1.9%	0.8%	1.1%	1.2%	0.7%	0	1,366	0.0%			
PE ELL	1.0%	1.0%	1.5%	1.0%	1.3%	0.8%	1.9%	1.6%	1.7%	1.3%	1.7%	0.9%	16	937	1.7%			
PUGET ISLAND	5.0%	1.0%	1.7%	2.1%	0.8%	7.9%	1.9%	1.7%	1.7%	2.4%	2.6%	1.1%	5	454	1.1%			
RANDLE	3.5%	1.4%	2.3%	1.5%	1.6%	0.8%	1.3%	3.6%	1.8%	2.7%	1.8%	1.3%	12	1,144	1.0%			
RAYMOND-LEBAM	0.6%	1.0%	0.9%	1.5%	1.4%	0.9%	1.3%	1.1%	1.4%	1.1%	1.0%	0.8%	21	3,556	0.6%			
REARDAN	0.6%	1.8%	1.3%	1.9%	1.1%	1.3%	1.1%	1.3%	2.1%	1.2%	0.8%	1.1%	10	1,280	0.8%			
RIMROCK/WHITEPASS	1.5%	0.4%	0.8%	0.8%	1.2%	0.4%	0.4%	0.0%	2.0%	0.8%	0.8%	0.0%	2	251	0.8%			
RITZVILLE-BENGE	0.5%	0.9%	0.6%	1.1%	1.3%	0.6%	1.1%	0.4%	0.7%	0.8%	0.6%	0.6%	8	1,890	0.4%			
ROYAL CITY	1.6%	1.0%	0.7%	1.0%	0.6%	4.3%	0.9%	0.8%	1.1%	0.7%	1.4%	0.6%	25	2,179	1.1%			
SNOQUALMIE RIDGE <small>396</small>	1.5%	1.0%	0.6%	1.2%	0.3%	1.0%	0.6%	1.1%	0.5%	0.2%	0.2%	0.4%	46	1,893	2.4%			
SNOQUALMIE PASS <small>434</small>	1.1%	1.0%	0.6%	1.4%	3.3%	1.2%	0.6%	0.8%	3.6%	1.1%	2.8%	1.3%	3	510	0.6%			
SOUTH BEND	0.8%	1.3%	0.9%	0.7%	1.1%	0.3%	0.9%	0.7%	2.0%	1.0%	1.3%	0.6%	17	1,802	0.9%			
<small>Trouble Report</small> SOUTH PRAIRIE	1.4%	0.8%	1.2%	1.3%	1.0%	2.0%	1.3%	1.0%	1.4%	1.4%	1.9%	1.0%	72	3,335	2.2%			



Trouble Report April 2003

EXCHANGE	Apr 02	May 02	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	April			
													No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
SPANGLE	0.9%	0.9%	0.9%	0.7%	0.9%	0.7%	0.9%	0.9%	0.2%	1.1%	1.3%	0.6%	1	544	0.2%	
SPRAGUE	0.9%	0.5%	2.6%	1.1%	1.2%	0.2%	0.9%	0.9%	0.4%	1.3%	1.4%	0.4%	6	560	1.1%	
STARBUCK	0.7%	0.7%	1.4%	1.4%	1.4%	1.4%	0.7%	0.7%	1.4%	0.0%	0.0%	0.0%	1	152	0.7%	
TIETON	6.3%	1.2%	1.4%	1.1%	0.8%	1.1%	7.6%	0.2%	1.0%	4.3%	0.3%	0.5%	5	911	0.5%	
TWISP	0.8%	0.9%	0.8%	1.0%	0.7%	2.1%	0.9%	0.6%	1.1%	0.7%	0.8%	0.1%	23	1,977	1.2%	
VADER	0.8%	0.8%	0.8%	1.0%	1.3%	0.7%	0.7%	1.4%	1.2%	1.2%	2.5%	1.4%	16	1,061	1.5%	
VASHON	0.8%	0.9%	1.2%	1.1%	3.2%	0.9%	0.8%	0.9%	1.2%	1.8%	0.7%	1.0%	45	5,887	0.8%	
WASHTUONA	0.0%	0.3%	0.3%	0.9%	0.9%	0.0%	0.3%	0.0%	1.0%	0.6%	0.3%	0.6%	3	307	1.0%	
WILBUR	1.4%	0.5%	0.6%	1.2%	1.2%	0.4%	0.6%	0.8%	0.7%	3.1%	0.8%	0.9%	8	1,079	0.7%	
WILSON CREEK	2.5%	6.2%	6.2%	4.9%	1.5%	0.5%	0.7%	1.5%	1.5%	1.5%	1.0%	0.8%	7	395	1.8%	
WINTHROP	0.9%	1.1%	0.5%	1.0%	0.6%	1.6%	0.8%	0.4%	0.8%	0.4%	0.4%	0.2%	22	2,258	1.0%	
YACOLT	1.9%	2.7%	2.8%	1.5%	2.4%	1.1%	2.0%	1.1%	1.4%	2.0%	1.3%	1.3%	27	1,825	1.5%	
GRAND TOTAL	1.3%	1.0%	1.0%	1.2%	1.2%	1.1%	1.2%	1.1%	1.3%	1.2%	1.0%	1.0%	1,815	188,212	1.0%	

Held Orders by Exchange

April 2003

Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	6
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GHR	GIG HARBOR	29
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	6
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
	ORNG	ORTING	
08	SPRR	SO. PRAIRIE	3
	CNNL	CONNELL	
09	MESA	MESA	8
	BASIN CITY	BASIN CITY	
	ELTP	ELTOPIA	
	MTCO	MATHEWS CO	
	KHLT	KAHLTUS	
	WSHT	WASHUCNA	
	LIND	LIND	
	STRB	STARBUCK	
	EURK	EUREKA	
	RYCY	ROYAL CITY	
10	LOPZ	LOPEZ	0
	PGIS	PUGET ISLAND	
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
11	VADR	VADER	7
	LKBY	LAKEBAY	
	MCCCL	MCCLEARY	
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
	KGTN	KINGSTON	
	HNVL	HANSVILLE	
13	KGTN	KINGSTON	35
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
14	TMSP	TWINS	5
	WINTH	WINTHROP	
17	WVSH	VASHON	1
	WVSH	VASHON	

Held Orders by Exchange

April 2003

Exchange	CLLI	Location	Total Held Orders
19	CHNY	CHENEY / EWU	18
	SPNG	SPANGLE	
	MDLK	MEDICAL LAKE	
	RRDN	READAN	
	DVPT	DAVENPORT	
	CETN	CRESTON	
	HNTR	INCHELIUM/HUNTERS	
	VLLY	VALLEY	
	CHWL	CHEWELAH	
	KTFL	KETTLE FALLS	
	ICHL	INCHELIUM/HUNTERS	
	CHWL	CHEWELAH	
	WLBUR	WILBUR	
	ODESSA	ODESSA	
	HRTN	HARRINGTON	
	ALMR	ALMIRA	
	CLCY	COULEE CITY	
	WSCK	WILSON CR.	
	NSPL	NESPELEM	
RTVL	RITZVILLE-BENGE		
SPRG	SPRAGUE		
22	NBND	NORTH BEND	6
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	4
	ESND	EASTSOUND	
	BKLI	BLAKELY ISL	
	FRHR	FRIDAY HARBOR	
	ESND	EASTSOUND	
90	FRKS	FORKS	1
	NHBY	NEAH BAY	
	BEVR	BEAVER	
	CLBY	COLBY	
	CLWR	CLEARWATER	
	PCBH	PACIFIC BEACH	
	LKON	LAKE QUINAULT	
	HMPL	HUMPTULIPS	
94	CWCH	COWICHE	0
	TITN	TIETON	
	RMRK	RIMROCK/WHITEPASS	
TOTAL			144



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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.
Humplulips	December 2002	18 - Microwave went down
Mineral	December 2002	7 - SI Carrier system went down
	July 2002	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	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
APRIL, 2003

C.O. ORDER RECAP (State total)	
Total C.O. Orders Dispatched	147
Less C.O. Orders Missed (excluding Customer Reason)	0
C.O. Due Dates Met	147
% C.O. Due Dates Met (excluding Customer Reason)	100.0%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
DATA	15917	83%
CENOFc	312	2%
C.O.	3047	16%
TOTALS	19,276	
Total Due Dated Orders	19,276	
Due Dates Missed (Company Reason)	0	
Total Due Dates Met	19,276	
% Due Dates Met	100.0%	

WASHINGTON STATE DIVISION MISSED ORDER RECAP

APRIL, 2003

FIELD ORDER RECAP (State total)	
Total Field Orders Dispatched	2511
Less Field Orders Missed (excluding Customer Reason)	80
Field Due Dates Met	2431
% Field Due Dates Met (excluding Customer Reason)	96.8%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
DATA	15917	83%
CENOFc	312	2%
FIELD	3047	16%
TOTALS	19,276	
Total Due Dated Orders	19,276	
Due Dates Missed (Company Reason)	80	
Total Due Dates Met	19,196	
% Due Dates Met	99.6%	