



July 17, 2003

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RECORDS MANAGEMENT
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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 - June, 2003

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for June, 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
Walter Cook
Don Dennis
Susan Brebner
Steve Densley

Mark Johnston
Bob Graybeal
Ty Lemaster
Dan Roso
Ross Skinner

Ted Hankin - Monroe
Cal Simshaw - Vancouver



Trouble Report - June 2003

													June		Trouble Tickets Moved Index Below 4%			
	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	No. of Trouble Tickets	No. of Access Lines		% of Trouble Tickets		
EXCHANGE																		
ALMIRA	0.6%	3.4%	0.6%	1.0%	2.0%	0.0%	1.2%	1.0%	1.0%	0.6%	0.8%	0.8%	6	494	1.2%			
AMES LAKE	0.9%	1.6%	0.8%	1.4%	2.4%	1.2%	0.8%	0.7%	0.8%	1.5%	1.4%	0.8%	2	837	0.2%			
ARLETTA	0.8%	1.0%	1.1%	0.3%	0.8%	0.9%	1.1%	1.2%	0.8%	1.0%	0.5%	1.2%	38	3934	1.0%			
BARFORD	0.3%	0.6%	2.8%	0.4%	0.7%	1.8%	1.3%	0.9%	0.6%	1.4%	2.4%	5.3%	31	1176	2.6%			
BASIN CITY	2.0%	1.2%	1.1%	0.7%	1.0%	0.8%	0.9%	1.5%	1.4%	3.0%	1.4%	1.1%	7	796	0.9%			
BEAVER	0.6%	0.8%	1.2%	1.5%	1.0%	0.4%	0.2%	1.3%	0.4%	1.7%	0.0%	0.0%	1	486	0.2%			
BLAKELY ISL	1.1%	1.1%	0.5%	0.5%	6.3%	0.8%	0.3%	0.0%	0.0%	0.3%	1.1%	1.4%	1	363	0.3%			
CARNATION	0.5%	1.5%	2.9%	0.8%	1.3%	1.2%	0.9%	2.2%	1.0%	0.9%	1.1%	0.8%	12	1957	0.6%			
CATHLAMET	0.9%	1.1%	0.7%	3.7%	1.8%	1.0%	2.9%	1.7%	1.3%	1.3%	0.9%	1.3%	46	1359	3.4%			
CHENEY / EWU	0.6%	1.0%	0.9%	1.0%	1.3%	0.7%	0.8%	0.8%	1.0%	0.5%	0.3%	0.7%	50	5120	1.0%			
CHEWELAH / VALLEY	0.9%	1.1%	0.9%	1.1%	1.6%	1.4%	1.3%	1.4%	1.2%	0.7%	1.1%	2.3%	77	4286	1.8%			
CHINOOK	0.4%	0.6%	0.6%	3.1%	3.6%	1.1%	0.7%	1.8%	1.8%	2.0%	1.1%	1.1%	3	458	0.7%			
CLALLAM BAY	0.3%	1.3%	0.6%	0.2%	0.3%	0.5%	1.2%	1.1%	0.8%	0.7%	0.9%	1.8%	3	845	0.4%			
CLEARWATER	1.4%	4.2%	3.5%	0.7%	0.7%	1.5%	1.4%	1.4%	0.7%	0.0%	0.0%	0.0%	0	142	0.0%			
CLIFTON	2.1%	1.1%	0.6%	0.6%	0.7%	2.3%	0.9%	0.4%	0.6%	0.8%	0.2%	0.6%	9	1502	0.6%			
COULLEE CITY	1.8%	1.2%	0.8%	1.4%	0.8%	0.7%	1.0%	0.9%	1.0%	0.5%	0.7%	1.0%	10	904	1.1%			
COWICHE	0.5%	1.1%	1.4%	1.0%	1.5%	1.2%	0.7%	1.1%	0.9%	0.8%	0.3%	0.7%	16	1061	1.5%			
CRESTON	0.8%	1.6%	0.8%	1.0%	1.3%	1.3%	1.8%	1.8%	0.5%	0.0%	0.5%	2.1%	6	357	1.7%			
CURTIS	0.6%	1.7%	1.1%	0.6%	1.1%	1.7%	2.1%	2.0%	0.9%	2.6%	0.7%	1.3%	4	463	0.9%			
DAVENPORT	0.9%	1.6%	1.6%	1.3%	1.4%	1.0%	1.5%	0.9%	0.5%	1.4%	0.6%	1.2%	26	2204	1.2%			
EASTSOUND	1.3%	1.2%	1.0%	1.5%	1.3%	1.0%	0.9%	2.4%	0.7%	1.0%	1.5%	1.4%	52	4824	1.1%			
EDWALL-TYLER	3.4%	4.0%	5.6%	0.8%	0.8%	1.0%	0.8%	0.8%	1.6%	1.5%	0.5%	0.3%	1	396	0.3%			
ELMA	0.8%	1.3%	1.6%	1.1%	1.2%	1.7%	1.5%	1.5%	1.5%	1.5%	1.0%	1.2%	56	5019	1.1%			
ELTOPIA	0.6%	0.9%	0.9%	2.1%	0.6%	0.9%	1.5%	0.6%	0.3%	2.1%	0.3%	1.2%	4	321	1.2%			

Trouble Report



Trouble Report - June 2003

													June		Trouble Tickets Moved Index Below 4%		
	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	No. of Trouble Tickets	No. of Access Lines		% of Trouble Tickets	
EXCHANGE																	
EUREKA	0.8%	1.3%	0.0%	0.0%	0.8%	0.3%	1.6%	1.0%	1.8%	1.0%	1.3%	1.8%	3	385	0.8%		
FALL CITY	0.7%	1.2%	1.3%	1.2%	2.0%	1.2%	0.8%	0.7%	0.8%	0.9%	1.4%	1.0%	38	3840	1.0%		
FORKS	0.5%	0.6%	0.7%	1.0%	1.2%	1.2%	1.0%	1.1%	0.8%	1.5%	0.6%	0.5%	22	3774	0.6%		
FOX ISLAND	0.6%	0.3%	0.9%	0.8%	0.5%	0.4%	1.1%	1.3%	0.7%	0.7%	0.6%	0.9%	14	1812	0.8%		
FRIDAY HARBOR	1.6%	1.9%	0.8%	1.4%	1.2%	1.4%	2.3%	1.1%	1.3%	1.2%	1.4%	1.0%	86	7254	1.2%		
GIG HARBOR	0.9%	0.9%	1.0%	1.0%	1.4%	1.1%	1.0%	1.1%	1.0%	1.0%	1.0%	0.9%	325	28129	1.2%		
GLENOMA	2.6%	3.9%	0.8%	0.6%	1.7%	4.3%	1.9%	1.6%	1.8%	1.8%	1.2%	4.4%	17	502	3.4%		
HANNSVILLE	1.3%	1.7%	3.9%	3.8%	1.7%	1.5%	1.0%	1.6%	2.6%	1.1%	0.4%	1.1%	18	2036	0.9%		
HARRINGTON	0.4%	1.1%	1.3%	1.3%	0.9%	0.2%	0.8%	0.8%	0.8%	1.1%	0.4%	2.1%	4	528	0.8%		
HUMPTULIPS	0.8%	0.2%	0.5%	1.0%	1.5%	1.5%	5.0%	1.2%	0.5%	0.5%	0.0%	1.0%	5	401	1.2%		
INCHELUM/HUNTERS	0.6%	0.6%	0.6%	0.7%	0.9%	0.7%	1.5%	1.2%	0.6%	0.4%	0.4%	1.5%	35	1393	2.5%		
KAHLOTUS	0.8%	2.4%	0.8%	1.2%	0.0%	3.4%	1.3%	0.0%	0.4%	0.4%	0.4%	0.4%	3	220	1.4%		
KETTLE FALLS	1.7%	1.3%	1.1%	1.0%	1.7%	0.9%	0.9%	0.9%	1.3%	1.7%	1.2%	1.8%	64	2716	2.4%		
KINGSTON	0.9%	2.4%	0.8%	1.4%	1.6%	1.2%	1.7%	1.5%	1.2%	1.4%	1.0%	1.6%	89	5790	1.5%		
LEQUINAULT	0.9%	1.5%	0.5%	1.5%	0.5%	3.0%	1.2%	1.1%	0.8%	0.9%	0.9%	0.3%	3	659	0.5%		
LAKEBAY	0.9%	1.5%	1.0%	0.8%	0.7%	1.0%	2.1%	1.4%	1.5%	0.9%	1.1%	0.9%	65	6263	1.0%		
LIND	0.2%	1.5%	1.3%	1.9%	0.7%	3.4%	1.2%	0.9%	1.2%	0.9%	0.7%	0.7%	7	579	1.2%		
LONG BEACH	0.9%	1.0%	0.6%	0.8%	1.3%	1.2%	1.1%	1.5%	0.8%	0.7%	0.9%	1.1%	33	4391	0.8%		
LOPEZ	0.8%	1.4%	1.1%	1.0%	1.2%	0.6%	1.0%	0.9%	0.6%	0.8%	1.4%	1.0%	33	2504	1.3%		
MATHEWS CORNER	1.3%	2.0%	0.4%	1.3%	1.1%	1.1%	2.0%	2.0%	0.6%	1.3%	2.0%	3.0%	2	549	0.4%		
McCLEARY	1.2%	1.3%	1.3%	0.7%	0.7%	1.6%	1.0%	1.4%	1.5%	1.5%	1.2%	0.7%	20	1492	1.3%		
MEDICAL LAKE	0.5%	0.8%	1.2%	0.7%	1.1%	0.3%	0.9%	0.6%	0.8%	0.4%	0.2%	0.5%	16	3202	0.5%		
MESA	1.1%	0.6%	0.3%	0.3%	0.3%	0.6%	0.9%	0.9%	0.3%	1.2%	0.3%	1.7%	2	329	0.6%		
MINERAL <small>Trouble Report</small>	0.9%	4.0%	0.6%	0.6%	0.9%	3.8%	5.6%	0.9%	2.1%	1.8%	1.2%	2.4%	9	333	2.7%		



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EXCHANGE													June		Trouble Tickets Moved Index Below 4%	
	June 02	July 02	Aug 02	Sep 02	Oct 02	Nov 02	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	No. of Trouble Tickets	No. of Access Lines		% of Trouble Tickets
MONTESSANO	0.8%	1.4%	0.6%	0.8%	0.9%	0.7%	0.9%	1.1%	0.7%	1.0%	0.6%	0.7%	27	4403	0.6%	
MORTON	1.9%	3.6%	2.4%	0.5%	1.1%	2.7%	1.6%	3.6%	2.0%	1.1%	0.8%	2.4%	16	1570	1.0%	
NEAH BAY	0.8%	0.2%	0.8%	0.6%	2.1%	0.6%	0.7%	0.2%	0.1%	0.8%	0.6%	0.6%	5	992	0.5%	
NORFOLK	1.6%	1.3%	1.9%	1.2%	1.4%	1.5%	1.5%	0.8%	0.4%	2.3%	1.8%	1.1%	9	726	1.2%	
NORTH BEND <small>831/888</small>	0.7%	0.8%	1.1%	0.8%	0.7%	1.0%	1.3%	1.2%	0.9%	1.1%	0.7%	1.0%	84	9381	0.9%	
NORTH VASHON	0.4%	0.9%	1.3%	0.8%	0.5%	1.4%	1.4%	1.0%	0.3%	0.7%	1.1%	1.1%	19	1447	1.3%	
OCEAN PARK	0.6%	1.0%	0.9%	0.4%	1.0%	0.8%	0.8%	0.9%	0.7%	0.9%	0.7%	2.2%	29	3917	0.7%	
OCCOSTA	0.4%	1.6%	1.0%	2.0%	1.0%	1.0%	2.1%	1.4%	1.0%	2.1%	0.4%	0.8%	2	489	0.4%	
ODESSA	0.8%	3.5%	0.8%	0.5%	1.9%	1.8%	1.6%	2.0%	0.6%	0.7%	0.4%	0.9%	8	1034	0.8%	
ORTING	0.9%	1.9%	1.1%	0.8%	1.4%	1.0%	1.7%	0.9%	1.2%	1.2%	1.5%	1.5%	80	7171	1.1%	
PACIFIC BEACH	1.1%	0.8%	1.0%	0.9%	1.7%	2.0%	1.4%	1.1%	1.4%	1.0%	0.9%	0.5%	8	1001	0.8%	
PACKWOOD	1.8%	1.0%	0.4%	1.5%	1.3%	1.9%	0.8%	1.1%	1.2%	0.7%	0.0%	1.4%	9	1379	0.7%	
PELL	1.5%	1.0%	1.3%	0.8%	1.9%	1.6%	1.7%	1.3%	1.7%	0.9%	1.7%	0.7%	7	924	0.8%	
PUGET ISLAND	1.7%	2.1%	0.8%	7.9%	1.9%	1.7%	1.7%	2.4%	2.6%	1.1%	1.1%	3.0%	6	464	1.3%	
RAJAH	2.3%	1.5%	1.6%	0.8%	1.3%	3.6%	1.8%	2.7%	1.8%	1.3%	1.0%	2.3%	21	1154	1.8%	
RAYMOND-LEBAM	0.9%	1.5%	1.4%	0.9%	1.3%	1.1%	1.4%	1.1%	1.0%	0.8%	0.6%	0.8%	20	3561	0.6%	
REARDAN	1.3%	1.9%	1.1%	1.3%	1.1%	1.3%	2.1%	1.2%	0.8%	1.1%	0.8%	1.6%	25	1248	2.0%	
RIMROCK/WHITEPASS	0.8%	0.8%	1.2%	0.4%	0.4%	0.0%	2.0%	0.8%	0.8%	0.0%	0.8%	1.2%	5	250	2.0%	
RITZVILLE-BENGE	0.6%	1.1%	1.3%	0.6%	1.1%	0.4%	0.7%	0.8%	0.6%	0.6%	0.4%	0.6%	21	1891	1.1%	
ROYAL CITY	0.7%	1.0%	0.6%	4.3%	0.9%	0.8%	1.1%	0.7%	1.4%	0.6%	1.1%	1.2%	30	2176	1.4%	
SNOQUALMIE RIDGE <small>396</small>	0.6%	1.2%	0.3%	1.0%	0.6%	1.1%	0.5%	0.2%	0.2%	0.4%	2.4%	1.1%	116	1955	5.9%	
SNOQUALMIE PASS <small>434</small>	0.6%	1.4%	3.3%	1.2%	0.6%	0.8%	3.6%	1.1%	2.8%	1.3%	0.6%	2.6%	10	505	2.0%	
SOUTH BEND	0.9%	0.7%	1.1%	0.3%	0.9%	0.7%	2.0%	1.0%	1.3%	0.6%	0.9%	0.8%	22	1798	1.2%	
<small>Trouble Report</small> SOUTH PRAIRIE	1.2%	1.3%	1.0%	2.0%	1.3%	1.0%	1.4%	1.4%	1.9%	1.0%	2.2%	0.8%	34	3308	1.0%	



Trouble Report - June 2003

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EXCHANGE																
SPANGL	0.9%	0.7%	0.9%	0.7%	0.9%	0.9%	0.2%	1.1%	1.3%	0.6%	0.2%	1.3%	1	532	0.2%	
SPRAGUE	2.6%	1.1%	1.2%	0.2%	0.9%	0.9%	0.4%	1.3%	1.4%	0.4%	1.1%	0.7%	6	556	1.1%	
STARBUCK	1.4%	1.4%	1.4%	1.4%	0.7%	0.7%	1.4%	0.0%	0.0%	0.7%	1.3%	1	153	0.7%		
TITTON	1.4%	1.1%	0.8%	1.1%	7.6%	0.2%	1.0%	4.3%	0.3%	0.5%	0.5%	31	898	3.5%		
TWISP	0.8%	1.0%	0.7%	2.1%	0.9%	0.6%	1.1%	0.7%	0.8%	0.1%	1.2%	1.4%	25	1957	1.3%	
VADER	0.8%	1.0%	1.3%	0.7%	0.7%	1.4%	1.2%	1.2%	2.5%	1.4%	1.5%	0.9%	11	1059	1.0%	
VASHON	1.2%	1.1%	3.2%	0.9%	0.8%	0.9%	1.2%	1.8%	0.7%	1.0%	0.8%	1.0%	79	5904	1.3%	
WASHTUCNA	0.3%	0.9%	0.9%	0.0%	0.3%	0.0%	1.0%	0.6%	0.3%	0.6%	1.0%	0.7%	5	281	1.8%	
WILBUR	0.6%	1.2%	1.2%	0.4%	0.6%	0.8%	0.7%	3.1%	0.8%	0.9%	0.7%	0.6%	7	1092	0.6%	
WILSON CREEK	6.2%	4.9%	1.5%	0.5%	0.7%	1.5%	1.5%	1.5%	1.0%	0.8%	1.8%	1.3%	7	384	1.8%	
WINTHROP	0.5%	1.0%	0.6%	1.6%	0.8%	0.4%	0.8%	0.4%	0.4%	0.2%	1.0%	1.2%	17	2288	0.7%	
YACOLT	2.8%	1.5%	2.4%	1.1%	2.0%	1.1%	1.4%	2.0%	1.3%	1.3%	1.5%	2.6%	34	1817	1.9%	
GRAND TOTAL	1.0%	1.2%	1.2%	1.1%	1.2%	1.1%	1.3%	1.2%	1.0%	1.0%	1.0%	1.2%	2,211	188,050	1.2%	



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

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ashtot	May 2003	13 - Power failure
	May 2003	20 - Replace power card
Cleawater	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.
	May 2003	3 - Repaired SI719 Carrier System
Humppulips	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
	September 2002	69 - Power plant lost office
Royal City	June 2003	104 - Bad T3 Card
Tieton	October 2002	39 - Equipment failure in office. Remote lost all data
	January 2003	30 - Reset MARS unit
Wilson Creek	July 2002	4 - Bad radio transmit card in AFC

Held Orders by Exchange

June 2003

Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	1
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	31
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	6
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	2
	SPRR	SO. PRAIRIE	
09	CNNL	CONNELL	4
	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	11
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	4
14	MCCL	MCCLEARY	1
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	13
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	10
	WNTH	WINTHROP	
18	VSHN	VASHON	3

Held Orders by Exchange

June 2003

Exchange	CLLI	Location	Total Held Orders
19	CHNY	CHENEY / EWU	22
	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	20
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	6
	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	
	LKQN	LAKE QUINAULT	
	HMPL	HUMPTULIPS	
94	CWCH	COWICHE	0
	TITN	TIETON	
	RMRK	RIMROCK/WHITEPASS	
TOTAL			135

WASHINGTON STATE DIVISION MISSED ORDER RECAP
JUNE, 2003

FIELD ORDER RECAP (State total)	
<i>Total Field Orders Dispatched</i>	2803
<i>Less Field Orders Missed (excluding Customer Rec</i>	67
<i>Field Due Dates Met</i>	2736
<i>% Field Due Dates Met (excluding Customer Reasc</i>	97.6%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	19334	84%
<i>CENOFC</i>	324	1%
<i>FIELD</i>	3486	15%
TOTALS	23,144	
<i>Total Due Dated Orders</i>	23,144	
<i>Due Dates Missed (Company Reason)</i>	67	
<i>Total Due Dates Met</i>	23,077	
<i>% Due Dates Met</i>	99.7%	

WASHINGTON STATE DIVISION MISSED ORDER RECAP
JUNE, 2003

C.O. ORDER RECAP (State total)	
<i>Total C.O. Orders Dispatched</i>	114
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	0
<i>C.O. Due Dates Met</i>	114
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	100.0%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	19334	84%
<i>CENOFCC</i>	324	1%
<i>C.O.</i>	3486	15%
TOTALS	23,144	
<i>Total Due Dated Orders</i>	23,144	
<i>Due Dates Missed (Company Reason)</i>	0	
<i>Total Due Dates Met</i>	23,144	
<i>% Due Dates Met</i>	100.0%	