

RECEIVED  
RECORDS MANAGEMENT



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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

December 14, 2003

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – December, 2003

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for December, 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, written over a white background.

Tim Grigar  
General Manager  
CenturyTel

cc Distribution Listed Below:

Ken Matzdorff  
Cal Simshaw - Vancouver  
Don Dennis  
Susan Brebner  
Steve Densley

Mark Johnston  
Bob Graybeal  
Ty Lemaster  
Dan Roso  
Ross Skinner

Ted Hankin – Monroe





## Trouble Report December 2003

													December		% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	No. of Trouble Tickets	No. of Access Lines		
EXCHANGE	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03				
EUREKA	1.6%	1.0%	1.8%	1.0%	1.3%	1.8%	0.8%	0.5%	1.0%	0.3%	2.6%	0.3%	3	372	0.8%	
FALL CITY	0.8%	0.7%	0.8%	0.9%	1.4%	1.0%	1.0%	0.8%	0.9%	1.7%	1.3%	1.0%	115	3749	3.1%	
FORKS	1.0%	1.1%	0.8%	1.5%	0.6%	0.5%	0.6%	0.8%	0.6%	0.5%	1.4%	0.8%	34	3680	0.9%	
FOX ISLAND	1.1%	1.3%	0.7%	0.7%	0.6%	0.9%	0.8%	1.4%	0.4%	0.6%	1.2%	1.6%	42	1779	2.4%	
FRIDAY HARBOR	2.3%	1.1%	1.3%	1.2%	1.4%	1.0%	1.2%	1.8%	0.9%	1.2%	1.8%	1.2%	102	7086	1.4%	
GIG HARBOR	1.0%	1.1%	1.0%	1.0%	1.0%	0.9%	1.2%	1.0%	0.8%	1.1%	2.1%	0.9%	285	28380	1.0%	
GLENOMA	1.9%	1.6%	1.8%	1.8%	1.2%	4.4%	3.4%	2.1%	1.7%	1.6%	3.2%	3.6%	12	493	2.4%	
HANSVILLE	1.0%	1.6%	2.6%	1.1%	0.4%	1.1%	0.9%	1.4%	1.1%	1.3%	1.8%	0.9%	31	2022	1.5%	
HARRINGTON	0.8%	0.8%	0.8%	1.1%	0.4%	2.1%	0.8%	1.0%	0.8%	0.4%	0.2%	0.8%	23	516	4.5%	
HUMPTULIPS	5.0%	1.2%	0.5%	0.5%	0.0%	1.0%	1.2%	0.2%	0.5%	0.8%	1.5%	1.3%	2	392	0.5%	
INCHELIUM/HUNTERS	1.5%	1.2%	0.6%	0.4%	0.4%	1.5%	2.5%	1.3%	0.8%	1.6%	0.5%	1.0%	8	1398	0.6%	
KAHLOTUS	1.3%	0.0%	0.4%	0.4%	0.4%	0.4%	1.4%	0.9%	0.0%	1.8%	1.8%	0.5%	2	224	0.9%	
KETTLE FALLS	0.9%	0.9%	1.3%	1.7%	1.2%	1.8%	2.4%	2.0%	1.0%	0.8%	1.7%	0.9%	17	2706	0.6%	
KINGSTON	1.7%	1.5%	1.2%	1.4%	1.0%	1.6%	1.5%	1.1%	1.8%	1.5%	2.2%	2.5%	127	5642	2.3%	
LAKE QUINAULT	1.2%	1.1%	0.8%	0.9%	0.9%	0.3%	0.5%	1.1%	1.4%	1.5%	2.6%	3.7%	6	650	0.9%	
LAKEBAY	2.1%	1.4%	1.5%	0.9%	1.1%	0.9%	1.0%	1.0%	1.1%	0.8%	1.4%	1.4%	114	6184	1.8%	
LIND	1.2%	0.9%	1.2%	0.9%	0.7%	0.7%	1.2%	1.4%	1.0%	1.6%	0.5%	2.6%	6	579	1.0%	
LONG BEACH	1.1%	1.5%	0.8%	0.7%	0.9%	1.1%	0.8%	1.0%	0.4%	1.3%	2.0%	1.6%	31	4238	0.7%	
LOPEZ	1.0%	0.9%	0.6%	0.8%	1.4%	1.0%	1.3%	1.9%	0.7%	0.9%	1.4%	1.3%	26	2452	1.1%	
MATHEWS CORNER	2.0%	2.0%	0.6%	1.3%	2.0%	3.0%	0.4%	1.8%	12.7%	0.9%	0.7%	0.5%	5	540	0.9%	
MCCLEARY	1.0%	1.4%	1.5%	1.5%	1.2%	0.7%	1.3%	1.4%	0.8%	0.8%	1.1%	0.8%	21	1449	1.4%	
MEDICAL LAKE	0.9%	0.6%	0.8%	0.4%	0.2%	0.5%	0.5%	0.6%	0.9%	0.7%	0.6%	0.5%	28	3192	0.9%	
MESA	0.9%	0.9%	0.3%	1.2%	0.3%	1.7%	0.6%	0.3%	0.9%	0.3%	1.5%	1.8%	4	338	1.2%	
MINERAL	5.6%	0.9%	2.1%	1.8%	1.2%	2.4%	2.7%	2.2%	1.9%	1.5%	2.1%	0.3%	3	340	0.9%	

Trouble Report



## Trouble Report December 2003

													<b>December</b>		% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	EXCHANGE	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	No. of Trouble Tickets		
MONTESANO	0.9%	1.1%	0.7%	1.0%	0.6%	0.7%	0.6%	0.9%	0.4%	0.8%	1.3%	1.1%	55	4369	1.3%	
MORTON	1.6%	3.6%	2.0%	1.1%	0.8%	2.4%	1.0%	0.5%	2.8%	1.7%	1.4%	1.2%	38	1529	2.5%	
NEAH BAY	0.7%	0.2%	0.1%	0.8%	0.6%	0.6%	0.5%	0.7%	0.1%	0.4%	1.1%	1.3%	10	964	1.0%	
NESPELEM	1.5%	0.8%	0.4%	2.3%	1.8%	1.1%	1.2%	2.0%	1.0%	0.8%	1.3%	0.8%	9	705	1.3%	
NORTH BEND <small>8311888</small>	1.3%	1.2%	0.9%	1.1%	0.7%	1.0%	0.9%	0.8%	1.2%	0.8%	1.2%	1.0%	197	9322	2.1%	
NORTH VASHON	1.4%	1.0%	0.3%	0.7%	1.1%	1.1%	1.3%	0.4%	0.7%	0.8%	1.5%	0.8%	10	1418	0.7%	
OCEAN PARK	0.8%	0.9%	0.7%	0.9%	0.7%	2.2%	0.7%	0.6%	0.5%	1.0%	1.8%	0.6%	37	3868	1.0%	
OCCOSTA	2.1%	1.4%	1.0%	2.1%	0.4%	0.8%	0.4%	1.6%	0.2%	1.0%	0.4%	1.0%	8	480	1.7%	
ODESSA	1.6%	2.0%	0.6%	0.7%	0.4%	0.9%	0.8%	2.2%	0.6%	1.6%	1.0%	1.1%	25	1014	2.5%	
ORTING	1.7%	0.9%	1.2%	1.2%	1.5%	1.5%	1.1%	1.4%	0.9%	1.5%	1.6%	0.7%	92	7099	1.3%	
PACIFIC BEACH	1.4%	1.1%	1.4%	1.0%	0.9%	0.5%	0.8%	0.7%	0.1%	0.9%	1.0%	3.1%	15	991	1.5%	
PACKWOOD	0.8%	1.1%	1.2%	0.7%	0.0%	1.4%	0.7%	0.9%	2.9%	1.1%	0.7%	1.3%	10	1368	0.7%	
PELL	1.7%	1.3%	1.7%	0.9%	1.7%	0.7%	0.8%	0.5%	0.4%	0.5%	1.7%	1.0%	8	911	0.9%	
PUGET ISLAND	1.7%	2.4%	2.6%	1.1%	1.1%	3.0%	1.3%	3.3%	<b>5.8%</b>	0.9%	1.3%	3.7%	8	460	1.7%	
RANDLE	1.8%	2.7%	1.8%	1.3%	1.0%	2.3%	1.8%	1.8%	2.5%	1.6%	1.1%	1.1%	11	1134	1.0%	
RAYMOND-LEBAM	1.4%	1.1%	1.0%	0.8%	0.6%	0.8%	0.6%	0.7%	0.5%	1.0%	1.7%	1.1%	63	3540	1.8%	
REARDAN	2.1%	1.2%	0.8%	1.1%	0.8%	1.6%	2.0%	1.0%	1.3%	1.0%	1.7%	1.0%	19	1270	1.5%	
RIMROCKWHITEPASS	2.0%	0.8%	0.8%	0.0%	0.8%	1.2%	2.0%	0.4%	1.2%	0.8%	2.1%	0.4%	4	247	1.6%	
RITZVILLE-BENGE	0.7%	0.8%	0.6%	0.6%	0.4%	0.6%	1.1%	1.2%	0.8%	0.8%	1.0%	0.7%	15	1882	0.8%	
ROYAL CITY	1.1%	0.7%	1.4%	0.6%	1.1%	1.2%	1.4%	1.1%	0.8%	0.7%	1.3%	1.2%	22	2113	1.0%	
SNOQUALMIE RIDGE <small>396</small>	0.5%	0.2%	0.2%	0.4%	2.4%	1.1%	5.9%	2.8%	0.3%	1.9%	0.5%	0.2%	9	2123	0.4%	
SNOQUALMIE PASS <small>434</small>	3.6%	1.1%	2.8%	1.3%	0.6%	2.6%	2.0%	1.7%	3.8%	1.9%	2.5%	3.5%	16	488	3.3%	
SOUTH BEND	2.0%	1.0%	1.3%	0.6%	0.9%	0.8%	1.2%	1.2%	1.3%	1.3%	1.1%	1.3%	33	1809	1.8%	
<small>Trouble Report</small> SOUTH PRAIRIE	1.4%	1.4%	1.9%	1.0%	2.2%	0.8%	1.0%	1.3%	1.6%	1.1%	1.2%	0.7%	40	3186	1.3%	



## Trouble Report December 2003

													<b>December</b>		% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Dec 02	Jan 03	Feb 03	March 03	April 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	No. of Trouble Tickets	No. of Access Lines		
EXCHANGE	0.2%	1.1%	1.3%	0.6%	0.2%	1.3%	0.2%	1.5%	0.6%	1.1%	0.9%	1.4%	11	549	2.0%	
SPRAGUE	0.4%	1.3%	1.4%	0.4%	1.1%	0.7%	1.1%	2.2%	1.1%	0.4%	0.5%	0.2%	2	574	0.3%	
STARBUCK	1.4%	0.0%	0.0%	0.0%	0.7%	1.3%	0.7%	0.0%	1.3%	0.6%	0.7%	0.0%	3	154	1.9%	
TIETON	1.0%	4.3%	0.3%	0.5%	0.5%	0.5%	0.5%	0.5%	1.0%	0.1%	1.2%	0.7%	7	844	0.8%	
TWISP	1.1%	0.7%	0.8%	0.1%	1.2%	1.4%	1.3%	0.8%	1.3%	0.9%	1.4%	0.8%	14	1943	0.7%	
VADER	1.2%	1.2%	2.5%	1.4%	1.5%	0.9%	1.0%	1.2%	0.6%	1.3%	1.7%	0.9%	19	1048	1.8%	
VASHON	1.2%	1.8%	0.7%	1.0%	0.8%	1.0%	1.3%	1.4%	1.6%	0.9%	1.7%	1.0%	51	5793	0.9%	
WASHTUCNA	1.0%	0.6%	0.3%	0.6%	1.0%	0.7%	1.8%	1.1%	0.0%	0.0%	1.0%	0.0%	3	288	1.0%	
WILBUR	0.7%	3.1%	0.8%	0.9%	0.7%	0.6%	0.6%	2.6%	0.8%	0.8%	1.1%	0.6%	15	1082	1.4%	
WILSON CREEK	1.5%	1.5%	1.0%	0.8%	1.8%	1.3%	1.8%	1.3%	2.1%	1.0%	1.6%	2.1%	7	384	1.8%	
WINTHROP	0.8%	0.4%	0.4%	0.2%	1.0%	1.2%	0.7%	0.7%	1.7%	1.2%	3.2%	0.9%	16	2339	0.7%	
YACOLT	1.4%	2.0%	1.3%	1.3%	1.5%	2.6%	1.9%	2.7%	1.7%	1.8%	1.8%	1.1%	44	1804	2.4%	
<b>GRAND TOTAL</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>2,432</b>	<b>186,446</b>	<b>1.3%</b>	



# Held Orders by Exchange

December 2003

Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	2
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	12
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	7
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	10
	SPRR	SO. PRAIRIE	
09	CNNL	CONNELL	3
	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	3
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	8
14	MCCL	MCCLEARY	1
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	20
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	3
	WNTH	WINTHROP	
18	VSHN	VASHON	6

# Held Orders by Exchange

**December 2003**

Exchange	CLLI	Location	Total Held Orders
19	CHNY	CHENEY / EWU	15
	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	8
	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	10
	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	
<b>TOTAL</b>			<b>110</b>







WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
December 2003

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ashford	May 2003	13 - Power failure
	May 2003	20 - Replace power card
Clearwater	July 2003	4 - Re-seeded card in RLCM to restore after Microwave fade
Glenoma	May 2003	3 - Repaired S1719 Carrier System
Harrington	December 2003	16 - Replaced bad power supply
Humptulips	October 2003	10 - Road washed out and damaged cable
Mathews Corner	August 2003	59 - Sky View (our contractor) cut cable
Puget Island	August 2003	11 - Bad cable - repaired
	October 2003	5 - Power burned cable - repaired
Snoqualmie Fidge	June 2003	104 - Bad T3 Card
	January 2003	30 - Reset MARS unit
Tieton		

# WASHINGTON STATE DIVISION MISSED ORDER RECAP

DECEMBER, 2003

<b>C.O. ORDER RECAP (State total)</b>	
<i>Total C.O. Orders Dispatched</i>	<b>101</b>
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	<b>0</b>
<i>C.O. Due Dates Met</i>	<b>101</b>
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	100.0%

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
		<u>Totals</u>
<i>DATA</i>		19850 86%
<i>CENOFC</i>		243 1%
<i>C.O.</i>		3123 13%
<b>TOTALS</b>		<b>23,216</b>
<i>Total Due Dated Orders</i>	23,216	
<i>Due Dates Missed (Company Reason)</i>	0	
<i>Total Due Dates Met</i>	23,216	
<i>% Due Dates Met</i>	<b>100.0%</b>	

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

<b>FIELD ORDER RECAP (State total)</b>	
<i>Total Field Orders Dispatched</i>	<b>2479</b>
<i>Less Field Orders Missed (excluding Customer Rec</i>	<b>83</b>
<i>Field Due Dates Met</i>	<b>2396</b>
<i>% Field Due Dates Met (excluding Customer Reasc</i>	<b>96.7%</b>

<b>DUE DATES MET - DIVISION RECAP (MARTENS)</b>		
	<u>Totals</u>	
<i>DATA</i>	19850	86%
<i>CENOFCC</i>	243	1%
<i>FIELD</i>	3123	13%
<b>TOTALS</b>	<b>23,216</b>	
<i>Total Due Dated Orders</i>	23,216	
<i>Due Dates Missed (Company Reason)</i>	83	
<i>Total Due Dates Met</i>	23,133	
<i>% Due Dates Met</i>	<b>99.6%</b>	