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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

February 13, 2004

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – January, 2004

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for January, 2004.

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:

Ken Matzdorff

Mark Johnston

Cal Simshaw - Vancouver

Ted Hankin – Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Trouble Report - January 2004

EXCHANGE	January												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Jan 03	Feb 03	Mar 03	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03				
ALMIRA	1.0%	1.0%	0.6%	0.8%	0.8%	1.2%	0.8%	0.4%	2.2%	0.4%	0.6%	1.3%	6	481	1.2%	
AMES LAKE	0.7%	0.8%	1.5%	1.4%	0.8%	0.2%	0.9%	1.0%	3.5%	1.3%	0.7%	1.6%	9	803	1.1%	
ARLETTA	1.2%	0.8%	1.0%	0.5%	1.2%	1.0%	1.0%	0.6%	2.0%	1.4%	1.0%	0.7%	81	3832	2.1%	
ASHFORD	0.9%	0.6%	1.4%	2.4%	5.3%	2.6%	2.6%	1.7%	2.0%	1.3%	1.4%	2.0%	30	1130	2.7%	
BASIN CITY	1.5%	1.4%	3.0%	1.4%	1.1%	0.9%	0.9%	1.3%	0.1%	0.8%	2.5%	0.7%	11	805	1.4%	
BEAVER	1.3%	0.4%	1.7%	0.0%	0.0%	0.2%	2.7%	0.6%	0.8%	1.4%	1.4%	1.6%	3	485	0.6%	
BLAKELY ISL	0.0%	0.0%	0.3%	1.1%	1.4%	0.3%	1.9%	0.3%	0.3%	2.5%	0.0%	1.1%	0	357	0.0%	
CARNATION	2.2%	1.0%	0.9%	1.1%	0.8%	0.6%	0.6%	0.6%	2.2%	1.4%	1.0%	1.3%	22	1906	1.2%	
CATHLAMET	1.7%	1.3%	1.3%	0.9%	1.3%	3.4%	1.3%	2.7%	1.3%	2.2%	0.8%	1.5%	21	1371	1.5%	
CHENEY / EWU	0.8%	1.0%	0.5%	0.3%	0.7%	1.0%	1.0%	1.2%	1.0%	1.0%	0.6%	0.7%	44	5282	0.8%	
CHEWELAH / VALLEY	1.4%	1.2%	0.7%	1.1%	2.3%	1.8%	1.3%	1.5%	0.6%	1.3%	1.0%	1.0%	49	4304	1.1%	
CHINOOK	1.8%	1.8%	2.0%	1.1%	1.1%	0.7%	1.8%	0.2%	0.7%	2.5%	0.9%	0.5%	4	442	0.9%	
CLALLAM BAY	1.1%	0.8%	0.7%	0.9%	1.8%	0.4%	0.6%	1.0%	1.3%	0.7%	0.6%	1.7%	14	822	1.7%	
CLEARWATER	1.4%	0.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.7%	0.7%	0.7%	0.0%	1.5%	1	139	0.7%	
CONNELL	0.4%	0.6%	0.8%	0.2%	0.6%	0.6%	0.8%	0.9%	1.0%	1.0%	0.7%	0.7%	11	1499	0.7%	
COULEE CITY	0.9%	1.0%	0.5%	0.7%	1.0%	1.1%	1.0%	0.7%	0.7%	0.7%	0.7%	0.3%	1	859	0.1%	
COWICHE	1.1%	0.9%	0.8%	0.3%	0.7%	1.5%	0.6%	1.3%	0.9%	1.0%	0.7%	1.5%	37	1042	3.6%	
CRESTON	1.8%	0.5%	0.0%	0.5%	2.1%	1.7%	1.6%	1.1%	0.5%	0.5%	0.8%	0.8%	3	366	0.8%	
CURTIS	2.0%	0.9%	2.6%	0.7%	1.3%	0.9%	1.1%	1.3%	1.3%	1.7%	1.7%	2.4%	9	463	1.9%	
DAVENPORT	0.9%	0.5%	1.4%	0.6%	1.2%	1.2%	1.4%	1.6%	0.8%	1.2%	1.0%	1.4%	25	2202	1.1%	
EASTSOUND	2.4%	0.7%	1.0%	1.5%	1.4%	1.1%	1.4%	0.9%	0.9%	1.0%	0.8%	1.0%	68	4780	1.4%	
EDWALL-TYLER	0.8%	1.6%	1.5%	0.5%	0.3%	0.3%	0.3%	1.7%	1.7%	0.5%	0.5%	1.5%	9	415	2.2%	
ELMA	1.5%	1.5%	1.5%	1.0%	1.2%	1.1%	1.5%	0.9%	1.8%	2.0%	1.3%	1.5%	79	4819	1.6%	
ELTOPIA	0.6%	0.3%	2.1%	0.3%	1.2%	1.2%	0.9%	0.9%	0.3%	0.3%	0.3%	2.9%	6	305	2.0%	



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	Jan 03	Feb 03	Mar 03	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03				
EUREKA	1.0%	1.8%	1.0%	1.3%	1.8%	0.8%	0.5%	1.0%	0.3%	2.6%	0.3%	0.8%	5	376	1.3%	
FALL CITY	0.7%	0.8%	0.9%	1.4%	1.0%	1.0%	0.8%	0.9%	1.7%	1.3%	1.0%	3.1%	69	3727	1.9%	
FORKS	1.1%	0.8%	1.5%	0.6%	0.5%	0.6%	0.8%	0.6%	0.5%	1.4%	0.8%	0.9%	43	3651	1.2%	
FOX ISLAND	1.3%	0.7%	0.7%	0.6%	0.9%	0.8%	1.4%	0.4%	0.6%	1.2%	1.6%	2.4%	19	1779	1.1%	
FRIDAY HARBOR	1.1%	1.3%	1.2%	1.4%	1.0%	1.2%	1.8%	0.9%	1.2%	1.8%	1.2%	1.4%	95	7093	1.3%	
GIG HARBOR	1.1%	1.0%	1.0%	1.0%	0.9%	1.2%	1.0%	0.8%	1.1%	2.1%	0.9%	1.0%	303	28296	1.1%	
GLENOMA	1.6%	1.8%	1.8%	1.2%	4.4%	3.4%	2.1%	1.7%	1.6%	3.2%	3.6%	2.4%	16	486	3.3%	
HANSVILLE	1.6%	2.6%	1.1%	0.4%	1.1%	0.9%	1.4%	1.1%	1.3%	1.8%	0.9%	1.5%	37	2006	1.8%	
HARRINGTON	0.8%	0.8%	1.1%	0.4%	2.1%	0.8%	1.0%	0.8%	0.4%	0.2%	0.8%	4.5%	2	518	0.4%	
HUMPTULIPS	1.2%	0.5%	0.5%	0.0%	1.0%	1.2%	0.2%	0.5%	0.8%	1.5%	1.3%	0.5%	0	391	0.0%	
INCHELIUM/HUNTERS	1.2%	0.6%	0.4%	0.4%	1.5%	2.5%	1.3%	0.8%	1.6%	0.5%	1.0%	0.6%	11	1393	0.8%	
KAHLOTUS	0.0%	0.4%	0.4%	0.4%	0.4%	1.4%	0.9%	0.0%	1.8%	1.8%	0.5%	0.9%	1	221	0.5%	
KETTLE FALLS	0.9%	1.3%	1.7%	1.2%	1.8%	2.4%	2.0%	1.0%	0.8%	1.7%	0.9%	0.6%	22	2703	0.8%	
KINGSTON	1.5%	1.2%	1.4%	1.0%	1.6%	1.5%	1.1%	1.8%	1.5%	2.2%	2.5%	2.3%	89	5613	1.6%	
LAKE QUINAULT	1.1%	0.8%	0.9%	0.9%	0.3%	0.5%	1.1%	1.4%	1.5%	2.6%	3.7%	0.9%	11	644	1.7%	
LAKEBAY	1.4%	1.5%	0.9%	1.1%	0.9%	1.0%	1.0%	1.1%	0.8%	1.4%	1.4%	1.8%	92	6183	1.5%	
LIND	0.9%	1.2%	0.9%	0.7%	0.7%	1.2%	1.4%	1.0%	1.6%	0.5%	2.6%	1.0%	14	574	2.4%	
LONG BEACH	1.5%	0.8%	0.7%	0.9%	1.1%	0.8%	1.0%	0.4%	1.3%	2.0%	1.6%	0.7%	45	4220	1.1%	
LOPEZ	0.9%	0.6%	0.8%	1.4%	1.0%	1.3%	1.9%	0.7%	0.9%	1.4%	1.3%	1.1%	28	2453	1.1%	
MATHEWS CORNER	2.0%	0.6%	1.3%	2.0%	3.0%	0.4%	1.8%	12.7%	0.9%	0.7%	0.5%	0.9%	10	542	1.8%	
MCCLEARY	1.4%	1.5%	1.5%	1.2%	0.7%	1.3%	1.4%	0.8%	0.8%	1.1%	0.8%	1.4%	21	1442	1.5%	
MEDICAL LAKE	0.6%	0.8%	0.4%	0.2%	0.5%	0.5%	0.6%	0.9%	0.7%	0.6%	0.5%	0.9%	44	3192	1.4%	
MESA	0.9%	0.3%	1.2%	0.3%	1.7%	0.6%	0.3%	0.9%	0.3%	1.5%	1.8%	1.2%	10	333	3.0%	
MINERAL Trouble Report	0.9%	2.1%	1.8%	1.2%	2.4%	2.7%	2.2%	1.9%	1.5%	2.1%	0.3%	0.9%	4	344	1.2%	



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EXCHANGE																		
MONTESANO	1.1%	0.7%	1.0%	0.6%	0.7%	0.6%	0.9%	0.4%	0.8%	1.3%	1.1%	1.3%	1.1%	1.3%	48	4352	1.1%	
MORTON	3.6%	2.0%	1.1%	0.8%	2.4%	1.0%	0.5%	2.8%	1.7%	1.4%	1.2%	1.4%	1.2%	2.5%	16	1545	1.0%	
NEAH BAY	0.2%	0.1%	0.8%	0.6%	0.6%	0.5%	0.7%	0.1%	0.4%	1.1%	1.3%	1.0%	1.3%	1.0%	12	955	1.3%	
NESPELEM	0.8%	0.4%	2.3%	1.8%	1.1%	1.2%	2.0%	1.0%	0.8%	1.3%	0.8%	1.3%	0.8%	1.3%	7	699	1.0%	
NORTH BEND 831/888	1.2%	0.9%	1.1%	0.7%	1.0%	0.9%	0.8%	1.2%	0.8%	1.2%	1.0%	2.1%	1.0%	2.1%	124	9274	1.3%	
NORTH VASHON	1.0%	0.3%	0.7%	1.1%	1.1%	1.3%	0.4%	0.7%	0.8%	1.5%	0.8%	0.7%	0.8%	0.7%	17	1409	1.2%	
OCEAN PARK	0.9%	0.7%	0.9%	0.7%	2.2%	0.7%	0.6%	0.5%	1.0%	1.8%	0.6%	1.0%	0.6%	1.0%	38	3846	1.0%	
OCOSTA	1.4%	1.0%	2.1%	0.4%	0.8%	0.4%	1.6%	0.2%	1.0%	0.4%	1.0%	1.7%	1.0%	1.7%	2	482	0.4%	
ODESSA	2.0%	0.6%	0.7%	0.4%	0.9%	0.8%	2.2%	0.6%	1.6%	1.0%	1.1%	2.5%	1.1%	2.5%	22	1012	2.2%	
ORTING	0.9%	1.2%	1.2%	1.5%	1.5%	1.1%	1.4%	0.9%	1.5%	1.6%	0.7%	1.3%	0.7%	1.3%	102	7086	1.4%	
PACIFIC BEACH	1.1%	1.4%	1.0%	0.9%	0.5%	0.8%	0.7%	0.1%	0.9%	1.0%	3.1%	1.5%	1.0%	1.5%	11	987	1.1%	
PACKWOOD	1.1%	1.2%	0.7%	0.0%	1.4%	0.7%	0.9%	2.9%	1.1%	0.7%	1.3%	0.7%	1.3%	0.7%	15	1370	1.1%	
PE ELL	1.3%	1.7%	0.9%	1.7%	0.7%	0.8%	0.5%	0.4%	0.5%	1.7%	1.0%	0.9%	1.0%	0.9%	16	908	1.8%	
PUGET ISLAND	2.4%	2.6%	1.1%	1.1%	3.0%	1.3%	3.3%	5.8%	0.9%	1.3%	3.7%	1.7%	1.3%	1.7%	4	460	0.9%	
RANDLE	2.7%	1.8%	1.3%	1.0%	2.3%	1.8%	1.8%	2.5%	1.6%	1.1%	1.1%	1.0%	1.1%	1.0%	24	1112	2.2%	
RAYMOND-LEBAM	1.1%	1.0%	0.8%	0.6%	0.8%	0.6%	0.7%	0.5%	1.0%	1.7%	1.1%	1.8%	1.1%	1.8%	57	3521	1.6%	
REARDAN	1.2%	0.8%	1.1%	0.8%	1.6%	2.0%	1.0%	1.3%	1.0%	1.7%	1.0%	1.5%	1.0%	1.5%	8	1262	0.6%	
RIMROCK/WHITEPASS	0.8%	0.8%	0.0%	0.8%	1.2%	2.0%	0.4%	1.2%	0.8%	2.1%	0.4%	1.6%	0.4%	1.6%	1	247	0.4%	
RITZVILLE-BENGE	0.8%	0.6%	0.6%	0.4%	0.6%	1.1%	1.2%	0.8%	0.8%	1.0%	0.7%	0.8%	0.7%	0.8%	20	1863	1.1%	
ROYAL CITY	0.7%	1.4%	0.6%	1.1%	1.2%	1.4%	1.1%	0.8%	0.7%	1.3%	1.2%	1.0%	1.2%	1.0%	29	2099	1.4%	
SNOQUALMIE RIDGE 396	0.2%	0.2%	0.4%	2.4%	1.1%	5.9%	2.8%	0.3%	1.9%	0.5%	0.2%	0.4%	0.2%	0.4%	7	2119	0.3%	
SNOQUALMIE PASS 434	1.1%	2.8%	1.3%	0.6%	2.6%	2.0%	1.7%	3.8%	1.9%	2.5%	3.5%	3.3%	2.5%	3.3%	15	494	3.0%	
SOUTH BEND	1.0%	1.3%	0.6%	0.9%	0.8%	1.2%	1.2%	1.3%	1.3%	1.1%	1.3%	1.8%	1.1%	1.8%	31	1795	1.7%	
Trouble Report																		
SOUTH PRAIRIE	1.4%	1.9%	1.0%	2.2%	0.8%	1.0%	1.3%	1.6%	1.1%	1.2%	0.7%	1.3%	1.2%	1.3%	27	3186	0.8%	



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EXCHANGE																
SPANGLE	1.1%	1.3%	0.6%	0.2%	1.3%	0.2%	1.5%	0.6%	1.1%	0.9%	1.4%	2.0%	5	548	0.9%	
SPRAGUE	1.3%	1.4%	0.4%	1.1%	0.7%	1.1%	2.2%	1.1%	0.4%	0.5%	0.2%	0.3%	3	571	0.5%	
STARBUCK	0.0%	0.0%	0.0%	0.7%	1.3%	0.7%	0.0%	1.3%	0.6%	0.7%	0.0%	1.9%	4	154	2.6%	
TIETON	4.3%	0.3%	0.5%	0.5%	0.5%	3.5%	0.5%	1.0%	0.1%	1.2%	0.7%	0.8%	29	839	3.5%	7
TWISP	0.7%	0.8%	0.1%	1.2%	1.4%	1.3%	0.8%	1.3%	0.9%	1.4%	0.8%	0.7%	11	1941	0.6%	
VADER	1.2%	2.5%	1.4%	1.5%	0.9%	1.0%	1.2%	0.6%	1.3%	1.7%	0.9%	1.8%	23	1048	2.2%	
VASHON	1.8%	0.7%	1.0%	0.8%	1.0%	1.3%	1.4%	1.6%	0.9%	1.7%	1.0%	0.9%	98	5766	1.7%	
WASHTUCNA	0.6%	0.3%	0.6%	1.0%	0.7%	1.8%	1.1%	0.0%	0.0%	1.0%	0.0%	1.0%	3	292	1.0%	
WILBUR	3.1%	0.8%	0.9%	0.7%	0.6%	0.6%	2.6%	0.8%	0.8%	1.1%	0.6%	1.4%	11	1076	1.0%	
WILSON CREEK	1.5%	1.0%	0.8%	1.8%	1.3%	1.8%	1.3%	2.1%	1.0%	1.6%	2.1%	1.8%	3	384	0.8%	
WINTHROP	0.4%	0.4%	0.2%	1.0%	1.2%	0.7%	0.7%	1.7%	1.2%	3.2%	0.9%	0.7%	15	2332	0.6%	
YACOLT	2.0%	1.3%	1.3%	1.5%	2.6%	1.9%	2.7%	1.7%	1.8%	1.8%	1.1%	2.4%	43	1798	2.4%	
GRAND TOTAL	1.2%	1.0%	1.0%	1.0%	1.2%	1.2%	1.2%	1.1%	1.1%	1.5%	1.1%	1.3%	2,435	185,921	1.3%	

Held Orders by Exchange

January 2004

Exchange	GLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	0
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	8
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	1
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	5
	SPRR	SO. PRAIRIE	
09	CNNL	CONNELL	0
	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	1
11	PGIS	PUGET ISLAND	9
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	16
14	MCCL	MCCLEARY	0
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	13
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	1
	WNTH	WINTHROP	
18	VSHN	VASHON	13

Held Orders by Exchange

January 2004

Exchange	CLLJ	Location	Total Held Orders
19	CHNY	CHENEY / EWU	13
	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	7
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	1
	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	2
	TITN	TIETON	
	RMRK	RIMROCK/WHITEPASS	
TOTAL			93



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

January 2004

EXCHANGE	TOTAL EXCLUDED	REASON
Tieton	7	Blown fuse in remote due to power surge



**WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
January 2004**

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
Cowiche	January 2004	15 - Processor download failure
Glenoma	May 2003	3 - Repaired SI719 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 Ridge	June 2003	104 - Bad T3 Card
Tieton	January 2004	15 - Processor download failure

WASHINGTON STATE DIVISION MISSED ORDER RECAP
JANUARY, 2004

C.O. ORDER RECAP (State total)	
<i>Total C.O. Orders Dispatched</i>	102
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	0
<i>C.O. Due Dates Met</i>	102
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	100.0%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	35505	91%
<i>CENOFC</i>	229	1%
<i>C.O.</i>	3223	8%
TOTALS	38,957	
<i>Total Due Dated Orders</i>	38,957	
<i>Due Dates Missed (Company Reason)</i>	0	
<i>Total Due Dates Met</i>	38,957	
<i>% Due Dates Met</i>	100.0%	

WASHINGTON STATE DIVISION MISSED ORDER RECAP
JANUARY, 2004

FIELD ORDER RECAP (State total)	
<i>Total Field Orders Dispatched</i>	2566
<i>Less Field Orders Missed (excluding Customer Rec</i>	45
<i>Field Due Dates Met</i>	2521
<i>% Field Due Dates Met (excluding Customer Reasc</i>	98.2%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	35505	91%
<i>CENOFC</i>	229	1%
<i>FIELD</i>	3223	8%
TOTALS	38,957	
<i>Total Due Dated Orders</i>	38,957	
<i>Due Dates Missed (Company Reason)</i>	45	
<i>Total Due Dates Met</i>	38,912	
<i>% Due Dates Met</i>	99.9%	