



April 12, 2004

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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 – March, 2004

Dear Ms. Washburn:

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

Terry Beeler

Mark Johnston

Pat Malone

Cal Simshaw - Vancouver

Ted Hankins – Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Trouble Report - March 2004

EXCHANGE	March 2004												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Mar 03	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 2004				
ALMIRA	0.6%	0.8%	0.8%	1.2%	0.8%	0.4%	2.2%	0.4%	0.6%	1.3%	1.2%	0.6%	5	479	1.0%	
AMES LAKE	1.5%	1.4%	0.8%	0.2%	0.9%	1.0%	3.5%	1.3%	0.7%	1.6%	1.1%	1.0%	5	789	0.6%	
ARLETTA	1.0%	0.5%	1.2%	1.0%	1.0%	0.6%	2.0%	1.4%	1.0%	0.7%	2.1%	0.7%	25	3812	0.7%	
ASHFORD	1.4%	2.4%	5.3%	2.6%	2.6%	1.7%	2.0%	1.3%	1.4%	2.0%	2.7%	1.6%	16	1126	1.4%	
BASIN CITY	3.0%	1.4%	1.1%	0.9%	0.9%	1.3%	0.1%	0.8%	2.5%	0.7%	1.4%	0.6%	4	801	0.5%	
BEAVER	1.7%	0.0%	0.0%	0.2%	2.7%	0.6%	0.8%	1.4%	1.4%	1.6%	0.6%	2.3%	0	477	0.0%	
BLAKELY ISL	0.3%	1.1%	1.4%	0.3%	1.9%	0.3%	0.3%	2.5%	0.0%	1.1%	0.0%	0.0%	1	356	0.3%	
CARNATION	0.9%	1.1%	0.8%	0.6%	0.6%	0.6%	2.2%	1.4%	1.0%	1.3%	1.2%	0.6%	31	1896	1.6%	
CATHLAMET	1.3%	0.9%	1.3%	3.4%	1.3%	2.7%	1.3%	2.2%	0.8%	1.5%	1.5%	1.3%	28	1387	2.0%	
CHENEY / EWU	0.5%	0.3%	0.7%	1.0%	1.0%	1.2%	1.0%	1.0%	0.6%	0.7%	0.8%	0.5%	39	5276	0.7%	
CHEWELAH / VALLEY	0.7%	1.1%	2.3%	1.8%	1.3%	1.5%	0.6%	1.3%	1.0%	1.0%	1.1%	0.8%	32	4283	0.7%	
CHINOOK	2.0%	1.1%	1.1%	0.7%	1.8%	0.2%	0.7%	2.5%	0.9%	0.5%	0.9%	0.5%	5	445	1.1%	
CLALLAM BAY	0.7%	0.9%	1.8%	0.4%	0.6%	1.0%	1.3%	0.7%	0.6%	1.7%	1.7%	1.5%	2	825	0.2%	
CLEARWATER	0.0%	0.0%	0.0%	0.0%	4.3%	0.7%	0.7%	0.7%	0.0%	1.5%	0.7%	2.9%	0	137	0.0%	
CONNELL	0.8%	0.2%	0.6%	0.6%	0.8%	0.9%	1.0%	1.0%	0.7%	0.7%	0.7%	1.6%	25	1493	1.7%	
COULÉE CITY	0.5%	0.7%	1.0%	1.1%	1.0%	0.7%	0.7%	0.7%	0.7%	0.3%	0.1%	0.3%	14	856	1.6%	
COWICHE	0.8%	0.3%	0.7%	1.5%	0.6%	1.3%	0.9%	1.0%	0.7%	1.5%	3.6%	0.9%	8	1043	0.8%	
CRESTON	0.0%	0.5%	2.1%	1.7%	1.6%	1.1%	0.5%	0.5%	0.8%	0.8%	0.8%	0.5%	6	373	1.6%	
CURTIS	2.6%	0.7%	1.3%	0.9%	1.1%	1.3%	1.3%	1.7%	1.7%	2.4%	1.9%	0.4%	4	463	0.9%	
DAVENPORT	1.4%	0.6%	1.2%	1.2%	1.4%	1.6%	0.8%	1.2%	1.0%	1.4%	1.1%	1.0%	22	2194	1.0%	
EASTSOUND	1.0%	1.5%	1.4%	1.1%	1.4%	0.9%	0.9%	1.0%	0.8%	1.0%	1.4%	0.6%	33	4783	0.7%	
EDWALL - TYLER	1.5%	0.5%	0.3%	0.3%	0.3%	1.7%	1.7%	0.5%	0.5%	1.5%	2.2%	0.5%	3	417	0.7%	
ELMA	1.5%	1.0%	1.2%	1.1%	1.5%	0.9%	1.8%	2.0%	1.3%	1.5%	1.6%	1.3%	48	4816	1.0%	
ELTOPIA <small>Trouble Report</small>	2.1%	0.3%	1.2%	1.2%	0.9%	0.9%	0.3%	0.3%	0.3%	2.9%	2.0%	0.6%	9	308	2.9%	



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EXCHANGE	Mar 03	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 2004				
MONTESANO	1.0%	0.6%	0.7%	0.6%	0.9%	0.4%	0.8%	1.3%	1.1%	1.3%	1.1%	1.0%	28	4305	0.7%	
MORTON	1.1%	0.8%	2.4%	1.0%	0.5%	2.8%	1.7%	1.4%	1.2%	2.5%	1.0%	1.9%	18	1545	1.2%	
NEAH BAY	0.8%	0.6%	0.6%	0.5%	0.7%	0.1%	0.4%	1.1%	1.3%	1.0%	1.3%	0.9%	10	974	1.0%	
NESPELEM	2.3%	1.8%	1.1%	1.2%	2.0%	1.0%	0.8%	1.3%	0.8%	1.3%	1.0%	1.3%	14	705	2.0%	
NORTH BEND 831/888	1.1%	0.7%	1.0%	0.9%	0.8%	1.2%	0.8%	1.2%	1.0%	2.1%	1.3%	0.9%	67	9203	0.7%	
NORTH VASHON	0.7%	1.1%	1.1%	1.3%	0.4%	0.7%	0.8%	1.5%	0.8%	0.7%	1.2%	0.6%	16	1419	1.1%	
OCEAN PARK	0.9%	0.7%	2.2%	0.7%	0.6%	0.5%	1.0%	1.8%	0.6%	1.0%	1.0%	0.6%	26	3867	0.7%	
OCCOSTA	2.1%	0.4%	0.8%	0.4%	1.6%	0.2%	1.0%	0.4%	1.0%	1.7%	0.4%	0.2%	1	481	0.2%	
ODESSA	0.7%	0.4%	0.9%	0.8%	2.2%	0.6%	1.6%	1.0%	1.1%	2.5%	2.2%	3.2%	17	1014	1.7%	
ORTING	1.2%	1.5%	1.5%	1.1%	1.4%	0.9%	1.5%	1.6%	0.7%	1.3%	1.4%	2.9%	83	7104	1.2%	
PACIFIC BEACH	1.0%	0.9%	0.5%	0.8%	0.7%	0.1%	0.9%	1.0%	3.1%	1.5%	1.1%	0.9%	6	1001	0.6%	
PACKWOOD	0.7%	0.0%	1.4%	0.7%	0.9%	2.9%	1.1%	0.7%	1.3%	0.7%	1.1%	0.9%	2	1368	0.1%	
PELL	0.9%	1.7%	0.7%	0.8%	0.5%	0.4%	0.5%	1.7%	1.0%	0.9%	1.8%	2.4%	16	909	1.8%	
PUGET ISLAND	1.1%	1.1%	3.0%	1.3%	3.3%	5.8%	0.9%	1.3%	3.7%	1.7%	0.9%	1.3%	12	461	2.6%	
RANDLE	1.3%	1.0%	2.3%	1.8%	1.8%	2.5%	1.6%	1.1%	1.1%	1.0%	2.2%	0.8%	21	1119	1.9%	
RAYMOND-LEBAM	0.8%	0.6%	0.8%	0.6%	0.7%	0.5%	1.0%	1.7%	1.1%	1.8%	1.6%	1.0%	28	3534	0.8%	
REARDAN	1.1%	0.8%	1.6%	2.0%	1.0%	1.3%	1.0%	1.7%	1.0%	1.5%	0.6%	3.5%	12	1254	1.0%	
RIMROCK/WHITEPASS	0.0%	0.8%	1.2%	2.0%	0.4%	1.2%	0.8%	2.1%	0.4%	1.6%	0.4%	0.4%	0	246	0.0%	
RITZVILLE-BENGE	0.6%	0.4%	0.6%	1.1%	1.2%	0.8%	0.8%	1.0%	0.7%	0.8%	1.1%	0.6%	15	1842	0.8%	
ROYAL CITY	0.6%	1.1%	1.2%	1.4%	1.1%	0.8%	0.7%	1.3%	1.2%	1.0%	1.4%	0.7%	21	2108	1.0%	
SNOQUALMIE RIDGE 396	0.4%	2.4%	1.1%	5.9%	2.8%	0.3%	1.9%	0.5%	0.2%	0.4%	0.3%	0.6%	2	2138	0.1%	
SNOQUALMIE PASS 434	1.3%	0.6%	2.6%	2.0%	1.7%	3.8%	1.9%	2.5%	3.5%	3.3%	3.0%	0.8%	7	483	1.4%	
SOUTH BEND	0.6%	0.9%	0.8%	1.2%	1.2%	1.3%	1.3%	1.1%	1.3%	1.8%	1.7%	2.1%	17	1792	0.9%	
SOUTH PRAIRIE <small>Trouble Report</small>	1.0%	2.2%	0.8%	1.0%	1.3%	1.6%	1.1%	1.2%	0.7%	1.3%	0.8%	0.7%	53	3155	1.7%	



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	Mar 03	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 2004				
SPANGLE	0.6%	0.2%	1.3%	0.2%	1.5%	0.6%	1.1%	0.9%	1.4%	2.0%	0.9%	0.7%	6	548	1.1%	
SPRAGUE	0.4%	1.1%	0.7%	1.1%	2.2%	1.1%	0.4%	0.5%	0.2%	0.3%	0.5%	1.4%	4	575	0.7%	
STARBUCK	0.0%	0.7%	1.3%	0.7%	0.0%	1.3%	0.6%	0.7%	0.0%	1.9%	2.6%	0.0%	1	159	0.6%	
TIETON	0.5%	0.5%	0.5%	3.5%	0.5%	1.0%	0.1%	1.2%	0.7%	0.8%	3.5%	0.5%	6	838	0.7%	
TWISP	0.1%	1.2%	1.4%	1.3%	0.8%	1.3%	0.9%	1.4%	0.8%	0.7%	0.6%	1.0%	13	1940	0.7%	
VADER	1.4%	1.5%	0.9%	1.0%	1.2%	0.6%	1.3%	1.7%	0.9%	1.8%	2.2%	0.7%	42	1055	4.0%	
VASHON	1.0%	0.8%	1.0%	1.3%	1.4%	1.6%	0.9%	1.7%	1.0%	0.9%	1.7%	0.7%	60	5729	1.0%	
WASHTUONA	0.6%	1.0%	0.7%	1.8%	1.1%	0.0%	0.0%	1.0%	0.0%	1.0%	1.0%	0.3%	3	295	1.0%	
WILBUR	0.9%	0.7%	0.6%	0.6%	2.6%	0.8%	0.8%	1.1%	0.6%	1.4%	1.0%	0.9%	10	1078	0.9%	
WILSON CREEK	0.8%	1.8%	1.3%	1.8%	1.3%	2.1%	1.0%	1.6%	2.1%	1.8%	0.8%	1.0%	11	383	2.9%	
WINTHROP	0.2%	1.0%	1.2%	0.7%	0.7%	1.7%	1.2%	3.2%	0.9%	0.7%	0.6%	0.7%	15	2316	0.6%	
YACOLT	1.3%	1.5%	2.6%	1.9%	2.7%	1.7%	1.8%	1.8%	1.1%	2.4%	2.4%	1.9%	131	1804	7.3%	
GRAND TOTAL	1.0%	1.0%	1.2%	1.2%	1.2%	1.1%	1.1%	1.5%	1.1%	1.3%	1.3%	1.3%	1,906	185,398	1.0%	

Held Orders by Exchange

March 2004

Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	0
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	5
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	15
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	5
	SPRR	SO. PRAIRIE	
09	CNNL	CONNELL	2
	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	7
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	2
14	MCCL	MCCLEARY	4
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	26
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	2
	WNTH	WINTHROP	
18	VSHN	VASHON	2

Held Orders by Exchange

March 2004

Exchange	CLLI	Location	Total Held Orders
19	CHNY	CHENEY / EWU	27
	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	12
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	9
	ESND	EASTSOUND	
	BKLI	BLAKELY ISL	
	FRHR	FRIDAY HARBOR	
	ESND	EASTSOUND	
90	FRKS	FORKS	6
	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	
TOTAL			125



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 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 S1719 Carrier System
Harrington	December 2003	16 - Replaced bad power supply
Humpulips	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
Vader	March 2004	13 - Corrected translations in Hardy

WASHINGTON STATE DIVISION MISSED ORDER RECAP

MARCH, 2004

FIELD ORDER RECAP (State total)	
<i>Total Field Orders Dispatched</i>	3419
<i>Less Field Orders Missed (excluding Customer Rec</i>	56
<i>Field Due Dates Met</i>	3363
<i>% Field Due Dates Met (excluding Customer Reasc</i>	98.4%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	20411	81%
<i>CENOFCC</i>	1051	4%
<i>FIELD</i>	3851	15%
TOTALS	25,313	
<i>Total Due Dated Orders</i>	25,313	
<i>Due Dates Missed (Company Reason)</i>	56	
<i>Total Due Dates Met</i>	25,257	
<i>% Due Dates Met</i>	99.8%	

WASHINGTON STATE DIVISION MISSED ORDER RECAP

MARCH, 2004

C.O. ORDER RECAP (State total)	
<i>Total C.O. Orders Dispatched</i>	242
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	2
<i>C.O. Due Dates Met</i>	240
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	99.2%

DUE DATES MET - DIVISION RECAP (MARTENS)		
		<u>Totals</u>
<i>DATA</i>	20411	81%
<i>CENOFC</i>	1051	4%
<i>C.O.</i>	3851	15%
TOTALS	25,313	
<i>Total Due Dated Orders</i>	25,313	
<i>Due Dates Missed (Company Reason)</i>	2	
<i>Total Due Dates Met</i>	25,311	
<i>% Due Dates Met</i>	100.0%	