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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

May 6, 2004

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – April, 2004

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 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 Ticket Report - April 2004

EXCHANGE	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 2004	Mar 2004	April 2004			
													No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
ALMIRA	0.8%	0.8%	1.2%	0.8%	0.4%	2.2%	0.4%	0.6%	1.3%	1.2%	0.6%	1.0%	4	477	0.8%	
AMES LAKE	1.4%	0.8%	0.2%	0.9%	1.0%	3.5%	1.3%	0.7%	1.6%	1.1%	1.0%	0.6%	5	786	0.6%	
ARLETTA	0.5%	1.2%	1.0%	1.0%	0.6%	2.0%	1.4%	1.0%	0.7%	2.1%	0.7%	0.7%	25	3786	0.7%	
ASHFORD	2.4%	5.3%	2.6%	2.6%	1.7%	2.0%	1.3%	1.4%	2.0%	2.7%	1.6%	1.4%	13	1133	1.1%	
BASIN CITY	1.4%	1.1%	0.9%	0.9%	1.3%	0.1%	0.8%	2.5%	0.7%	1.4%	0.6%	0.5%	16	803	2.0%	
BEAVER	0.0%	0.0%	0.2%	2.7%	0.6%	0.8%	1.4%	1.4%	1.6%	0.6%	2.3%	0.0%	4	471	0.8%	
BLAKELY ISL	1.1%	1.4%	0.3%	1.9%	0.3%	0.3%	2.5%	0.0%	1.1%	0.0%	0.0%	0.3%	3	360	0.8%	
CARNATION	1.1%	0.8%	0.6%	0.6%	0.6%	2.2%	1.4%	1.0%	1.3%	1.2%	0.6%	1.6%	22	1896	1.2%	
CATHLAMET	0.9%	1.3%	3.4%	1.3%	2.7%	1.3%	2.2%	0.8%	1.5%	1.5%	1.3%	2.0%	22	1380	1.6%	
CHENEY / EWU	0.3%	0.7%	1.0%	1.0%	1.2%	1.0%	1.0%	0.6%	0.7%	0.8%	0.5%	0.7%	67	5418	1.2%	
CHEWELAH / VALLEY	1.1%	2.3%	1.8%	1.3%	1.5%	0.6%	1.3%	1.0%	1.0%	1.1%	0.8%	0.7%	46	4284	1.1%	
CHINOOK	1.1%	1.1%	0.7%	1.8%	0.2%	0.7%	2.5%	0.9%	0.5%	0.9%	0.5%	1.1%	0	443	0.0%	
CLALLAM BAY	0.9%	1.8%	0.4%	0.6%	1.0%	1.3%	0.7%	0.6%	1.7%	1.7%	1.5%	0.2%	8	831	1.0%	
CLEARWATER	0.0%	0.0%	0.0%	4.3%	0.7%	0.7%	0.7%	0.0%	1.5%	0.7%	2.9%	0.0%	0	136	0.0%	
CONNELL	0.2%	0.6%	0.6%	0.8%	0.9%	1.0%	1.0%	0.7%	0.7%	0.7%	1.6%	1.7%	8	1618	0.5%	
COULTEE CITY	0.7%	1.0%	1.1%	1.0%	0.7%	0.7%	0.7%	0.7%	0.3%	0.1%	0.3%	1.6%	7	858	0.8%	
COWICHE	0.3%	0.7%	1.5%	0.6%	1.3%	0.9%	1.0%	0.7%	1.5%	3.6%	0.9%	0.8%	15	846	1.8%	
CRESTON	0.5%	2.1%	1.7%	1.6%	1.1%	0.5%	0.5%	0.8%	0.8%	0.8%	0.5%	1.6%	6	414	1.4%	
CURTIS	0.7%	1.3%	0.9%	1.1%	1.3%	1.3%	1.7%	1.7%	2.4%	1.9%	0.4%	0.9%	8	465	1.7%	
DAVENPORT	0.6%	1.2%	1.2%	1.4%	1.6%	0.8%	1.2%	1.0%	1.4%	1.1%	1.0%	1.0%	39	2209	1.8%	
EASTSOUND	1.5%	1.4%	1.1%	1.4%	0.9%	0.9%	1.0%	0.8%	1.0%	1.4%	0.6%	0.7%	30	4883	0.6%	
EDWALL-TYLER	0.5%	0.3%	0.3%	0.3%	1.7%	1.7%	0.5%	0.5%	1.5%	2.2%	0.5%	0.7%	15	418	3.6%	
ELMA	1.0%	1.2%	1.1%	1.5%	0.9%	1.8%	2.0%	1.3%	1.5%	1.6%	1.3%	1.0%	50	4793	1.0%	
ELTOPIA <small>Trouble Report</small>	0.3%	1.2%	1.2%	0.9%	0.9%	0.3%	0.3%	0.3%	2.9%	2.0%	0.6%	2.9%	5	309	1.6%	



Trouble Ticket Report - April 2004

	April 2004												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%		
	Apr 03	May 03	June 03	July 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03	Jan 04	Feb 2004	Mar 2004						
EXCHANGE																		
EUREKA	1.3%	1.8%	0.8%	0.5%	1.0%	0.3%	2.6%	0.3%	0.8%	1.3%	1.1%	1.3%	7	379	1.8%			
FALL CITY	1.4%	1.0%	1.0%	0.8%	0.9%	1.7%	1.3%	1.0%	3.1%	1.9%	1.0%	0.6%	44	3687	1.2%			
FORKS	0.6%	0.5%	0.6%	0.8%	0.6%	0.5%	1.4%	0.8%	0.9%	1.2%	1.0%	0.7%	37	3805	1.0%			
FOX ISLAND	0.6%	0.9%	0.8%	1.4%	0.4%	0.6%	1.2%	1.6%	2.4%	1.1%	0.5%	0.7%	12	1773	0.7%			
FRIDAY HARBOR	1.4%	1.0%	1.2%	1.8%	0.9%	1.2%	1.8%	1.2%	1.4%	1.3%	0.8%	1.1%	48	7095	0.7%			
GIG HARBOR	1.0%	0.9%	1.2%	1.0%	0.8%	1.1%	2.1%	0.9%	1.0%	1.1%	0.8%	0.8%	209	27499	0.8%			
GLENOMA	1.2%	4.4%	3.4%	2.1%	1.7%	1.6%	3.2%	3.6%	2.4%	3.3%	2.7%	1.9%	19	478	4.0%			
HANSVILLE	0.4%	1.1%	0.9%	1.4%	1.1%	1.3%	1.8%	0.9%	1.5%	1.8%	1.5%	1.3%	14	1995	0.7%			
HARRINGTON	0.4%	2.1%	0.8%	1.0%	0.8%	0.4%	0.2%	0.8%	4.5%	0.4%	1.3%	0.4%	9	523	1.7%			
HUMPTULIPS	0.0%	1.0%	1.2%	0.2%	0.5%	0.8%	1.5%	1.3%	0.5%	0.0%	0.5%	0.5%	0	385	0.0%			
INCHELIUM/HUNTERS	0.4%	1.5%	2.5%	1.3%	0.8%	1.6%	0.5%	1.0%	0.6%	0.8%	0.6%	1.2%	6	1510	0.4%			
KAHLOTUS	0.4%	0.4%	1.4%	0.9%	0.0%	1.8%	1.8%	0.5%	0.9%	0.5%	0.4%	0.9%	4	228	1.8%			
KETTLE FALLS	1.2%	1.8%	2.4%	2.0%	1.0%	0.8%	1.7%	0.9%	0.6%	0.8%	0.8%	1.7%	44	2696	1.6%			
KINGSTON	1.0%	1.6%	1.5%	1.1%	1.8%	1.5%	2.2%	2.5%	2.3%	1.6%	1.3%	1.5%	55	5596	1.0%			
LAKE QUINAULT	0.9%	0.3%	0.5%	1.1%	1.4%	1.5%	2.6%	3.7%	0.9%	1.7%	1.1%	1.1%	5	637	0.8%			
LAKEBAY	1.1%	0.9%	1.0%	1.0%	1.1%	0.8%	1.4%	1.4%	1.8%	1.5%	1.4%	1.0%	57	6130	0.9%			
LIND	0.7%	0.7%	1.2%	1.4%	1.0%	1.6%	0.5%	2.6%	1.0%	2.4%	1.2%	1.5%	10	579	1.7%			
LONG BEACH	0.9%	1.1%	0.8%	1.0%	0.4%	1.3%	2.0%	1.6%	0.7%	1.1%	1.0%	0.6%	25	4264	0.6%			
LOPEZ	1.4%	1.0%	1.3%	1.9%	0.7%	0.9%	1.4%	1.3%	1.1%	1.1%	0.7%	0.7%	14	2448	0.6%			
MATHEWS CORNER	2.0%	3.0%	0.4%	1.8%	12.7%	0.9%	0.7%	0.5%	0.9%	1.8%	0.7%	3.0%	5	555	0.9%			
MCCLEARY	1.2%	0.7%	1.3%	1.4%	0.8%	0.8%	1.1%	0.8%	1.4%	1.5%	1.1%	1.1%	13	1452	0.9%			
MEDICAL LAKE	0.2%	0.5%	0.5%	0.6%	0.9%	0.7%	0.6%	0.5%	0.9%	1.4%	1.0%	0.7%	52	3214	1.6%			
MESA	0.3%	1.7%	0.6%	0.3%	0.9%	0.3%	1.5%	1.8%	1.2%	3.0%	0.6%	3.3%	0	332	0.0%			
MINERAL <small>Trouble Report</small>	1.2%	2.4%	2.7%	2.2%	1.9%	1.5%	2.1%	0.3%	0.9%	1.2%	2.6%	1.2%	3	337	0.9%			

Held Orders by Exchange

April 2004

Exchange	GLEI	Location	Total Held Orders
02	LNBH	LONG BEACH	4
	OCPK	OCEAN PARK	
	CHNK	CHINOOK	
03	GGHR	GIG HARBOR	6
	BRLY	BURLEY	
	FXIS	FOX ISLAND	
	ARLT	ARLETTA	
06	MRTN	MORTON	4
	MNRL	MINERAL	
	GLNM	GLENOMA	
	RAND	RANDLE	
	PCKW	PACKWOOD	
	ASFD	ASHFORD	
	YCLT	YACOLT	
08	ORNG	ORTING	4
	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	5
11	PGIS	PUGET ISLAND	0
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	11
14	MCCL	MCCLEARY	7
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	
16	KGTN	KINGSTON	19
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	8
	WNTH	WINTHROP	
18	VSHN	VASHON	2

Held Orders by Exchange

April 2004

Exchange	CLL	Location	Total Held Orders
19	CHNY	CHENEY / EWU	17
	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	9
	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	2
	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			107



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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
	May 2003	3 - Repaired SI719 Carrier System
Glenoma	April 2004	6 - Lost shelf in central office. Restored
	December 2003	16 - Replaced bad power supply
Harrington	October 2003	10 - Road washed out and damaged cable
Humpulips	August 2003	59 - Sky View (our contractor) cut cable
Mathews Corner	August 2003	11 - Bad cable - repaired
	October 2003	5 - Power burned cable - repaired
Puget Island	June 2003	104 - Bad T3 Card
	January 2004	15 - Processor download failure
Snoqualmie Ridge	March 2004	13 - Corrected translations in Hardy
Teton		
Vader		

WASHINGTON STATE DIVISION MISSED ORDER RECAP
APRIL, 2004

C.O. ORDER RECAP (State total)	
<i>Total C.O. Orders Dispatched</i>	678
<i>Less C.O. Orders Missed (excluding Customer Reason)</i>	0
<i>C.O. Due Dates Met</i>	678
<i>% C.O. Due Dates Met (excluding Customer Reason)</i>	100.0%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	21829	82%
<i>CENOFc</i>	1253	5%
<i>C.O.</i>	3634	14%
TOTALS	26,716	
<i>Total Due Dated Orders</i>	26,716	
<i>Due Dates Missed (Company Reason)</i>	0	
<i>Total Due Dates Met</i>	26,716	
<i>% Due Dates Met</i>	100.0%	

WASHINGTON STATE DIVISION MISSED ORDER RECAP
APRIL, 2004

FIELD ORDER RECAP (State total)	
<i>Total Field Orders Dispatched</i>	2774
<i>Less Field Orders Missed (excluding Customer Reason)</i>	92
<i>Field Due Dates Met</i>	2682
<i>% Field Due Dates Met (excluding Customer Reason)</i>	96.7%

DUE DATES MET - DIVISION RECAP (MARTENS)		
	<u>Totals</u>	
<i>DATA</i>	21829	82%
<i>CENOFc</i>	1253	5%
<i>FIELD</i>	3634	14%
TOTALS	26,716	
<i>Total Due Dated Orders</i>	26,716	
<i>Due Dates Missed (Company Reason)</i>	92	
<i>Total Due Dates Met</i>	26,624	
<i>% Due Dates Met</i>	99.7%	