



RECEIVED  
RECORDS MANAGEMENT UNIT  
04 JUL -1 AM 10:55  
STATE OF WASH.  
UTIL. AND TRANSPORTATION  
COMMISSION

June 28, 2004

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – May, 2004

Dear Ms. Washburn:

Enclosed please find the combined performance results for CenturyTel of Washington for May, 2004. There was an issue with one of the reports. CenturyTel upgraded Martens in mid-May, resulting in loss on the Missed Order Recap reports for Field and CO orders. Don Dennis has discussed this situation with Bob Williamson. Going forward, these reports will be accurate.

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 - May 2004

|  | May 2004 |         |         |        |        |        |        |        |        |        |        |        | No. of<br>Trouble<br>Tickets | No. of<br>Access<br>Lines | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |
|--|----------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------------------|---------------------------|----------------------------|--|
|  | May 03   | June 03 | July 03 | Aug 03 | Sep 03 | Oct 03 | Nov 03 | Dec 03 | Jan 04 | Feb 04 | Mar 04 | Apr 04 |                              |                           |                            |  |
| EXCHANGE                                 | 0.8%     | 1.2%    | 0.8%    | 0.4%   | 2.2%   | 0.4%   | 0.6%   | 1.3%   | 1.2%   | 0.6%   | 1.0%   | 0.8%   | 5                            | 474                       | 1.1%                       |  |
| ALMIRA                                   | 0.8%     | 1.2%    | 0.8%    | 0.9%   | 3.5%   | 1.3%   | 0.7%   | 1.6%   | 1.1%   | 1.0%   | 0.6%   | 0.6%   | 10                           | 772                       | 1.3%                       |  |
| AMES LAKE                                | 0.8%     | 0.2%    | 0.9%    | 1.0%   | 2.0%   | 1.4%   | 1.0%   | 0.7%   | 2.1%   | 0.7%   | 0.7%   | 0.7%   | 27                           | 3766                      | 0.7%                       |  |
| ARLETTA                                  | 1.2%     | 1.0%    | 1.0%    | 0.6%   | 2.0%   | 1.4%   | 1.0%   | 0.7%   | 2.1%   | 0.7%   | 0.7%   | 0.7%   | 29                           | 1145                      | 2.5%                       |  |
| ASHFORD                                  | 5.3%     | 2.6%    | 2.6%    | 1.7%   | 2.0%   | 1.3%   | 1.4%   | 2.0%   | 2.7%   | 1.6%   | 1.4%   | 1.1%   | 12                           | 809                       | 1.5%                       |  |
| BASIN CITY                               | 1.1%     | 0.9%    | 0.9%    | 1.3%   | 0.1%   | 0.8%   | 2.5%   | 0.7%   | 1.4%   | 0.6%   | 0.5%   | 2.0%   | 6                            | 473                       | 1.3%                       |  |
| BEAVER                                   | 0.0%     | 0.2%    | 2.7%    | 0.6%   | 0.8%   | 1.4%   | 1.4%   | 1.6%   | 0.6%   | 2.3%   | 0.0%   | 0.8%   | 2                            | 361                       | 0.6%                       |  |
| BLAKELY ISL                              | 1.4%     | 0.3%    | 1.9%    | 0.3%   | 0.3%   | 2.5%   | 0.0%   | 1.1%   | 0.0%   | 0.0%   | 0.3%   | 0.8%   | 16                           | 1898                      | 0.8%                       |  |
| CARNATION                                | 0.8%     | 0.6%    | 0.6%    | 0.6%   | 2.2%   | 1.4%   | 1.0%   | 1.3%   | 1.2%   | 0.6%   | 1.6%   | 1.2%   | 22                           | 1378                      | 1.6%                       |  |
| CATHLAMET                                | 1.3%     | 3.4%    | 1.3%    | 2.7%   | 1.3%   | 2.2%   | 0.8%   | 1.5%   | 1.5%   | 1.3%   | 2.0%   | 1.6%   | 44                           | 5423                      | 0.8%                       |  |
| CHENEY / EWU                             | 0.7%     | 1.0%    | 1.0%    | 1.2%   | 1.0%   | 1.0%   | 0.6%   | 0.7%   | 0.8%   | 0.5%   | 0.7%   | 1.2%   | 93                           | 4273                      | 2.2%                       |  |
| CHEWELAH / VALLEY                        | 2.3%     | 1.8%    | 1.3%    | 1.5%   | 0.6%   | 1.3%   | 1.0%   | 1.0%   | 1.1%   | 0.8%   | 0.7%   | 1.1%   | 4                            | 446                       | 0.9%                       |  |
| CHINOOK                                  | 1.1%     | 0.7%    | 1.8%    | 0.2%   | 0.7%   | 2.5%   | 0.9%   | 0.5%   | 0.9%   | 0.5%   | 1.1%   | 0.0%   | 20                           | 844                       | 2.4%                       |  |
| CLALLAM BAY                              | 1.8%     | 0.4%    | 0.6%    | 1.0%   | 1.3%   | 0.7%   | 0.6%   | 1.7%   | 1.7%   | 1.5%   | 0.2%   | 1.0%   | 0                            | 134                       | 0.0%                       |  |
| CLEARWATER                               | 0.0%     | 0.0%    | 4.3%    | 0.7%   | 0.7%   | 0.7%   | 0.0%   | 1.5%   | 0.7%   | 2.9%   | 0.0%   | 0.0%   | 10                           | 1613                      | 0.6%                       |  |
| CONNELL                                  | 0.6%     | 0.6%    | 0.8%    | 0.9%   | 1.0%   | 1.0%   | 0.7%   | 0.7%   | 0.7%   | 1.6%   | 1.7%   | 0.5%   | 4                            | 861                       | 0.5%                       |  |
| COULEE CITY                              | 1.0%     | 1.1%    | 1.0%    | 0.7%   | 0.7%   | 0.7%   | 0.7%   | 0.3%   | 0.1%   | 0.3%   | 1.6%   | 0.8%   | 13                           | 848                       | 1.5%                       |  |
| COWICHE                                  | 0.7%     | 1.5%    | 0.6%    | 1.3%   | 0.9%   | 1.0%   | 0.7%   | 1.5%   | 3.6%   | 0.9%   | 0.8%   | 1.8%   | 8                            | 415                       | 1.9%                       |  |
| CRESTON                                  | 2.1%     | 1.7%    | 1.6%    | 1.1%   | 0.5%   | 0.5%   | 0.8%   | 0.8%   | 0.8%   | 0.5%   | 1.6%   | 1.4%   | 3                            | 465                       | 0.6%                       |  |
| CURTIS                                   | 1.3%     | 0.9%    | 1.1%    | 1.3%   | 1.3%   | 1.7%   | 1.7%   | 2.4%   | 1.9%   | 0.4%   | 0.9%   | 1.7%   | 42                           | 2206                      | 1.9%                       |  |
| DAVENPORT                                | 1.2%     | 1.2%    | 1.4%    | 1.6%   | 0.8%   | 1.2%   | 1.0%   | 1.4%   | 1.1%   | 1.0%   | 1.0%   | 1.8%   | 52                           | 4890                      | 1.1%                       |  |
| EASTSOUND                                | 1.4%     | 1.1%    | 1.4%    | 0.9%   | 0.9%   | 1.0%   | 0.8%   | 1.0%   | 1.4%   | 0.6%   | 0.7%   | 0.6%   | 12                           | 415                       | 2.9%                       |  |
| BDWALL-TYLER                             | 0.3%     | 0.3%    | 0.3%    | 1.7%   | 1.7%   | 0.5%   | 0.5%   | 1.5%   | 2.2%   | 0.5%   | 0.7%   | 3.6%   | 35                           | 4790                      | 0.7%                       |  |
| ELMA                                     | 1.2%     | 1.1%    | 1.5%    | 0.9%   | 1.8%   | 2.0%   | 1.3%   | 1.5%   | 1.6%   | 1.3%   | 1.0%   | 1.0%   | 4                            | 312                       | 1.3%                       |  |
| ELTOPIA<br><small>Trouble Report</small> | 1.2%     | 1.2%    | 0.9%    | 0.9%   | 0.3%   | 0.3%   | 0.3%   | 2.9%   | 2.0%   | 0.6%   | 2.9%   | 1.6%   |                              |                           |                            |  |



## Trouble Ticket Report - May 2004

| EXCHANGE                                 | May 2004 |         |         |        |        |        |        |        |        |        |        |        | No. of<br>Trouble<br>Tickets | No. of<br>Access<br>Lines | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |
|--|----------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------------------|---------------------------|----------------------------|--|
|  | May 03   | June 03 | July 03 | Aug 03 | Sep 03 | Oct 03 | Nov 03 | Dec 03 | Jan 04 | Feb 04 | Mar 04 | Apr 04 |                              |                           |                            |  |
| EUREKA                                   | 1.8%     | 0.8%    | 0.5%    | 1.0%   | 0.3%   | 2.6%   | 0.3%   | 0.8%   | 1.3%   | 1.1%   | 1.3%   | 1.8%   | 7                            | 379                       | 1.8%                       |  |
| FALL CITY                                | 1.0%     | 1.0%    | 0.8%    | 0.9%   | 1.7%   | 1.3%   | 1.0%   | 3.1%   | 1.9%   | 1.0%   | 0.6%   | 1.2%   | 35                           | 3678                      | 1.0%                       |  |
| FORKS                                    | 0.5%     | 0.6%    | 0.8%    | 0.6%   | 0.5%   | 1.4%   | 0.8%   | 0.9%   | 1.2%   | 1.0%   | 0.7%   | 1.0%   | 21                           | 3815                      | 0.6%                       |  |
| FOX ISLAND                               | 0.9%     | 0.8%    | 1.4%    | 0.4%   | 0.6%   | 1.2%   | 1.6%   | 2.4%   | 1.1%   | 0.5%   | 0.7%   | 0.7%   | 10                           | 1768                      | 0.6%                       |  |
| FRIDAY HARBOR                            | 1.0%     | 1.2%    | 1.8%    | 0.9%   | 1.2%   | 1.8%   | 1.2%   | 1.4%   | 1.3%   | 0.8%   | 1.1%   | 0.7%   | 54                           | 7124                      | 0.8%                       |  |
| GIG HARBOR                               | 0.9%     | 1.2%    | 1.0%    | 0.8%   | 1.1%   | 2.1%   | 0.9%   | 1.0%   | 1.1%   | 0.8%   | 0.8%   | 0.8%   | 151                          | 27522                     | 0.5%                       |  |
| GLENOMA                                  | 4.4%     | 3.4%    | 2.1%    | 1.7%   | 1.6%   | 3.2%   | 3.6%   | 2.4%   | 3.3%   | 2.7%   | 1.9%   | 4.0%   | 9                            | 470                       | 1.9%                       |  |
| HANSVILLE                                | 1.1%     | 0.9%    | 1.4%    | 1.1%   | 1.3%   | 1.8%   | 0.9%   | 1.5%   | 1.8%   | 1.5%   | 1.3%   | 0.7%   | 16                           | 1991                      | 0.8%                       |  |
| HARRINGTON                               | 2.1%     | 0.8%    | 1.0%    | 0.8%   | 0.4%   | 0.2%   | 0.8%   | 4.5%   | 0.4%   | 1.3%   | 0.4%   | 1.7%   | 6                            | 522                       | 1.1%                       |  |
| HUMPTULPS                                | 1.0%     | 1.2%    | 0.2%    | 0.5%   | 0.8%   | 1.5%   | 1.3%   | 0.5%   | 0.0%   | 0.5%   | 0.5%   | 0.0%   | 3                            | 387                       | 0.8%                       |  |
| INCHELJUM/HUNTERS                        | 1.5%     | 2.5%    | 1.3%    | 0.8%   | 1.6%   | 0.5%   | 1.0%   | 0.6%   | 0.8%   | 0.6%   | 1.2%   | 0.4%   | 20                           | 1524                      | 1.3%                       |  |
| KAHLOTUS                                 | 0.4%     | 1.4%    | 0.9%    | 0.0%   | 1.8%   | 1.8%   | 0.5%   | 0.9%   | 0.5%   | 0.4%   | 0.9%   | 1.8%   | 7                            | 227                       | 3.1%                       |  |
| KETTLE FALLS                             | 1.8%     | 2.4%    | 2.0%    | 1.0%   | 0.8%   | 1.7%   | 0.9%   | 0.6%   | 0.8%   | 0.8%   | 1.7%   | 1.6%   | 48                           | 2711                      | 1.8%                       |  |
| KINGSTON                                 | 1.6%     | 1.5%    | 1.1%    | 1.8%   | 1.5%   | 2.2%   | 2.5%   | 2.3%   | 1.6%   | 1.3%   | 1.5%   | 1.0%   | 72                           | 5578                      | 1.3%                       |  |
| LAKE QUINAULT                            | 0.3%     | 0.5%    | 1.1%    | 1.4%   | 1.5%   | 2.6%   | 3.7%   | 0.9%   | 1.7%   | 1.1%   | 1.1%   | 0.8%   | 7                            | 639                       | 1.1%                       |  |
| LAKEBAY                                  | 0.9%     | 1.0%    | 1.0%    | 1.1%   | 0.8%   | 1.4%   | 1.4%   | 1.8%   | 1.5%   | 1.4%   | 1.0%   | 0.9%   | 48                           | 6159                      | 0.8%                       |  |
| LIND                                     | 0.7%     | 1.2%    | 1.4%    | 1.0%   | 1.6%   | 0.5%   | 2.6%   | 1.0%   | 2.4%   | 1.2%   | 1.5%   | 1.7%   | 1                            | 572                       | 0.2%                       |  |
| LONG BEACH                               | 1.1%     | 0.8%    | 1.0%    | 0.4%   | 1.3%   | 2.0%   | 1.6%   | 0.7%   | 1.1%   | 1.0%   | 0.6%   | 0.6%   | 49                           | 4281                      | 1.1%                       |  |
| LOPEZ                                    | 1.0%     | 1.3%    | 1.9%    | 0.7%   | 0.9%   | 1.4%   | 1.3%   | 1.1%   | 1.1%   | 0.7%   | 0.7%   | 0.6%   | 14                           | 2459                      | 0.6%                       |  |
| MATHEWS CORNER                           | 3.0%     | 0.4%    | 1.8%    | 12.7%  | 0.9%   | 0.7%   | 0.5%   | 0.9%   | 1.8%   | 0.7%   | 3.0%   | 0.9%   | 7                            | 557                       | 1.3%                       |  |
| MCCLEARY                                 | 0.7%     | 1.3%    | 1.4%    | 0.8%   | 0.8%   | 1.1%   | 0.8%   | 1.4%   | 1.5%   | 1.1%   | 1.1%   | 0.9%   | 11                           | 1451                      | 0.8%                       |  |
| MEDICAL LAKE                             | 0.5%     | 0.5%    | 0.6%    | 0.9%   | 0.7%   | 0.6%   | 0.5%   | 0.9%   | 1.4%   | 1.0%   | 0.7%   | 1.6%   | 22                           | 3204                      | 0.7%                       |  |
| MESA                                     | 1.7%     | 0.6%    | 0.3%    | 0.9%   | 0.3%   | 1.5%   | 1.8%   | 1.2%   | 3.0%   | 0.6%   | 3.3%   | 0.0%   | 4                            | 330                       | 1.2%                       |  |
| MINERAL<br><small>Trouble Report</small> | 2.4%     | 2.7%    | 2.2%    | 1.9%   | 1.5%   | 2.1%   | 0.3%   | 0.9%   | 1.2%   | 2.6%   | 1.2%   | 0.9%   | 6                            | 336                       | 1.8%                       |  |



## Trouble Ticket Report - May 2004

|  |          |        |         |         |             |        |        |        |        |        |        |        | May 2004 |                              | % of<br>Trouble<br>Tickets | Trouble Tickets<br>Moved Index<br>Below 4% |                           |
|--|----------|--------|---------|---------|-------------|--------|--------|--------|--------|--------|--------|--------|----------|------------------------------|----------------------------|--|---------------------------|
|  | EXCHANGE | May 03 | June 03 | July 03 | Aug 03      | Sep 03 | Oct 03 | Nov 03 | Dec 03 | Jan 04 | Feb 04 | Mar 04 | Apr 04   | No. of<br>Trouble<br>Tickets |                            |  | No. of<br>Access<br>Lines |
| MONTESANO                                      | 0.7%     | 0.6%   | 0.9%    | 0.4%    | 0.8%        | 1.3%   | 1.1%   | 1.3%   | 1.1%   | 1.0%   | 0.7%   | 0.6%   | 0.6%     | 24                           | 4286                       | 0.6%                                       |                           |
| MORTON   | 2.4%     | 1.0%   | 0.5%    | 2.8%    | 1.7%        | 1.4%   | 1.2%   | 2.5%   | 1.0%   | 1.9%   | 1.2%   | 1.1%   | 1.1%     | 14                           | 1542                       | 0.9%                                       |                           |
| NEAH BAY                                       | 0.6%     | 0.5%   | 0.7%    | 0.1%    | 0.4%        | 1.1%   | 1.3%   | 1.0%   | 1.3%   | 0.9%   | 1.0%   | 0.4%   | 0.4%     | 6                            | 982                        | 0.6%                                       |                           |
| NESPELEM                                       | 1.1%     | 1.2%   | 2.0%    | 1.0%    | 0.8%        | 1.3%   | 0.8%   | 1.3%   | 1.0%   | 1.3%   | 2.0%   | 2.3%   | 2.3%     | 7                            | 710                        | 1.0%                                       |                           |
| NORTH BEND <small>831/888</small>              | 1.0%     | 0.9%   | 0.8%    | 1.2%    | 0.8%        | 1.2%   | 1.0%   | 2.1%   | 1.3%   | 0.9%   | 0.7%   | 0.8%   | 0.8%     | 41                           | 9175                       | 0.4%                                       |                           |
| NORTH VASHON                                   | 1.1%     | 1.3%   | 0.4%    | 0.7%    | 0.8%        | 1.5%   | 0.8%   | 0.7%   | 1.2%   | 0.6%   | 1.1%   | 0.7%   | 0.7%     | 8                            | 1404                       | 0.6%                                       |                           |
| OCEAN PARK                                     | 2.2%     | 0.7%   | 0.6%    | 0.5%    | 1.0%        | 1.8%   | 0.6%   | 1.0%   | 1.0%   | 0.6%   | 0.7%   | 0.8%   | 0.8%     | 22                           | 3887                       | 0.6%                                       |                           |
| O COSTA  | 0.8%     | 0.4%   | 1.6%    | 0.2%    | 1.0%        | 0.4%   | 1.0%   | 1.7%   | 0.4%   | 0.2%   | 0.2%   | 0.2%   | 0.2%     | 1                            | 481                        | 0.2%                                       |                           |
| ODESSA   | 0.9%     | 0.8%   | 2.2%    | 0.6%    | 1.6%        | 1.0%   | 1.1%   | 2.5%   | 2.2%   | 3.2%   | 1.7%   | 1.2%   | 1.2%     | 28                           | 1012                       | 2.8%                                       |                           |
| ORTING   | 1.5%     | 1.1%   | 1.4%    | 0.9%    | 1.5%        | 1.6%   | 0.7%   | 1.3%   | 1.4%   | 2.9%   | 1.2%   | 1.4%   | 1.4%     | 65                           | 7134                       | 0.9%                                       |                           |
| PACIFIC BEACH                                  | 0.5%     | 0.8%   | 0.7%    | 0.1%    | 0.9%        | 1.0%   | 3.1%   | 1.5%   | 1.1%   | 0.9%   | 0.6%   | 1.1%   | 1.1%     | 8                            | 1000                       | 0.8%                                       |                           |
| PACKWOOD                                       | 1.4%     | 0.7%   | 0.9%    | 2.9%    | 1.1%        | 0.7%   | 1.3%   | 0.7%   | 1.1%   | 0.9%   | 0.1%   | 0.9%   | 0.9%     | 6                            | 1386                       | 0.4%                                       |                           |
| PE ELL   | 0.7%     | 0.8%   | 0.5%    | 0.4%    | 0.5%        | 1.7%   | 1.0%   | 0.9%   | 1.8%   | 2.4%   | 1.8%   | 1.1%   | 1.1%     | 7                            | 908                        | 0.8%                                       |                           |
| PUGET ISLAND                                   | 3.0%     | 1.3%   | 3.3%    | 5.8%    | <b>0.9%</b> | 1.3%   | 3.7%   | 1.7%   | 0.9%   | 1.3%   | 2.6%   | 2.6%   | 2.6%     | 4                            | 460                        | 0.9%                                       |                           |
| RANDLE   | 2.3%     | 1.8%   | 1.8%    | 2.5%    | 1.6%        | 1.1%   | 1.1%   | 1.0%   | 2.2%   | 0.8%   | 1.9%   | 1.6%   | 1.6%     | 16                           | 1128                       | 1.4%                                       |                           |
| RAYMOND-LEBAM                                  | 0.8%     | 0.6%   | 0.7%    | 0.5%    | 1.0%        | 1.7%   | 1.1%   | 1.8%   | 1.6%   | 1.0%   | 0.8%   | 1.1%   | 1.1%     | 22                           | 3531                       | 0.6%                                       |                           |
| REARDAN  | 1.6%     | 2.0%   | 1.0%    | 1.3%    | 1.0%        | 1.7%   | 1.0%   | 1.5%   | 0.6%   | 3.5%   | 1.0%   | 2.0%   | 2.0%     | 28                           | 1255                       | 2.2%                                       |                           |
| RIMROCK/WHITEPASS                              | 1.2%     | 2.0%   | 0.4%    | 1.2%    | 0.8%        | 2.1%   | 0.4%   | 1.6%   | 0.4%   | 0.4%   | 0.0%   | 0.2%   | 0.2%     | 4                            | 1042                       | 0.4%                                       |                           |
| RITZVILLE-BENGE                                | 0.6%     | 1.1%   | 1.2%    | 0.8%    | 0.8%        | 1.0%   | 0.7%   | 0.8%   | 1.1%   | 0.6%   | 0.8%   | 0.5%   | 0.5%     | 9                            | 1845                       | 0.5%                                       |                           |
| ROYAL CITY                                     | 1.2%     | 1.4%   | 1.1%    | 0.8%    | 0.7%        | 1.3%   | 1.2%   | 1.0%   | 1.4%   | 0.7%   | 1.0%   | 1.1%   | 1.1%     | 30                           | 2104                       | 1.4%                                       |                           |
| SNOQUALMIE RIDGE <small>396</small>            | 1.1%     | 5.9%   | 2.8%    | 0.3%    | 1.9%        | 0.5%   | 0.2%   | 0.4%   | 0.3%   | 0.6%   | 0.1%   | 0.1%   | 0.1%     | 1                            | 2172                       | 0.0%                                       |                           |
| SNOQUALMIE PASS <small>494</small>             | 2.6%     | 2.0%   | 1.7%    | 3.8%    | 1.9%        | 2.5%   | 3.5%   | 3.3%   | 3.0%   | 0.8%   | 1.4%   | 1.9%   | 1.9%     | 18                           | 470                        | 3.8%                                       |                           |
| SOUTH BEND                                     | 0.8%     | 1.2%   | 1.2%    | 1.3%    | 1.3%        | 1.1%   | 1.3%   | 1.8%   | 1.7%   | 2.1%   | 0.9%   | 0.6%   | 0.6%     | 11                           | 1770                       | 0.6%                                       |                           |
| <small>Trouble Report</small><br>SOUTH PRAIRIE | 0.8%     | 1.0%   | 1.3%    | 1.6%    | 1.1%        | 1.2%   | 0.7%   | 1.3%   | 0.8%   | 0.7%   | 1.7%   | 1.5%   | 1.5%     | 32                           | 3129                       | 1.0%                                       |                           |



## Trouble Ticket Report - May 2004

|                    | May 2004    |             |             |             |             |             |             |             |             |             |             |             | No. of Trouble Tickets | No. of Access Lines | % of Trouble Tickets | Trouble Tickets Moved Index Below 4% |  |  |
|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------------------|---------------------|----------------------|--------------------------------------|--|--|
|                    | May 03      | June 03     | July 03     | Aug 03      | Sep 03      | Oct 03      | Nov 03      | Dec 03      | Jan 04      | Feb 04      | Mar 04      | Apr 04      |                        |                     |                      |                                      |  |  |
| EXCHANGE           |             |             |             |             |             |             |             |             |             |             |             |             |                        |                     |                      |                                      |  |  |
| SPANGLE            | 1.3%        | 0.2%        | 1.5%        | 0.6%        | 1.1%        | 0.9%        | 1.4%        | 2.0%        | 0.9%        | 0.7%        | 1.1%        | 1.6%        | 9                      | 551                 | 1.6%                 |                                      |  |  |
| SPRAGUE            | 0.7%        | 1.1%        | 2.2%        | 1.1%        | 0.4%        | 0.5%        | 0.2%        | 0.3%        | 0.5%        | 1.4%        | 0.7%        | 1.8%        | 5                      | 565                 | 0.9%                 |                                      |  |  |
| STARBUCK           | 1.3%        | 0.7%        | 0.0%        | 1.3%        | 0.6%        | 0.7%        | 0.0%        | 1.9%        | 2.6%        | 0.0%        | 0.6%        | 1.3%        | 1                      | 155                 | 0.6%                 |                                      |  |  |
| THELTON            | 0.5%        | 3.5%        | 0.5%        | 1.0%        | 0.1%        | 1.2%        | 0.7%        | 0.8%        | 3.5%        | 0.5%        | 0.7%        | 1.7%        | 3                      | 287                 | 1.0%                 |                                      |  |  |
| TWISP              | 1.4%        | 1.3%        | 0.8%        | 1.3%        | 0.9%        | 1.4%        | 0.8%        | 0.7%        | 0.6%        | 1.0%        | 0.7%        | 0.8%        | 14                     | 1959                | 0.7%                 |                                      |  |  |
| VADER              | 0.9%        | 1.0%        | 1.2%        | 0.6%        | 1.3%        | 1.7%        | 0.9%        | 1.8%        | 2.2%        | 0.7%        | 4.0%        | 1.0%        | 13                     | 1062                | 1.2%                 |                                      |  |  |
| VASHON             | 1.0%        | 1.3%        | 1.4%        | 1.6%        | 0.9%        | 1.7%        | 1.0%        | 0.9%        | 1.7%        | 0.7%        | 1.0%        | 0.9%        | 49                     | 5746                | 0.9%                 |                                      |  |  |
| WASHTUONA          | 0.7%        | 1.8%        | 1.1%        | 0.0%        | 0.0%        | 1.0%        | 0.0%        | 1.0%        | 1.0%        | 0.3%        | 1.0%        | 0.7%        | 7                      | 289                 | 2.4%                 |                                      |  |  |
| WILBUR             | 0.6%        | 0.6%        | 2.6%        | 0.8%        | 0.8%        | 1.1%        | 0.6%        | 1.4%        | 1.0%        | 0.9%        | 0.9%        | 0.9%        | 8                      | 1067                | 0.7%                 |                                      |  |  |
| WILSON CREEK       | 1.3%        | 1.8%        | 1.3%        | 2.1%        | 1.0%        | 1.6%        | 2.1%        | 1.8%        | 0.8%        | 1.0%        | 2.9%        | 1.0%        | 5                      | 385                 | 1.3%                 |                                      |  |  |
| WINTHROP           | 1.2%        | 0.7%        | 0.7%        | 1.7%        | 1.2%        | 3.2%        | 0.9%        | 0.7%        | 0.6%        | 0.7%        | 0.6%        | 1.1%        | 15                     | 2331                | 0.6%                 |                                      |  |  |
| YACOLT             | 2.6%        | 1.9%        | 2.7%        | 1.7%        | 1.8%        | 1.8%        | 1.1%        | 2.4%        | 2.4%        | 1.9%        | 7.3%        | 1.5%        | 46                     | 1809                | 2.5%                 |                                      |  |  |
| <b>GRAND TOTAL</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>1.3%</b> | <b>1.3%</b> | <b>1.3%</b> | <b>1.3%</b> | <b>1.0%</b> | <b>1,688</b>           | <b>185,714</b>      | <b>0.9%</b>          |                                      |  |  |



# Held Orders by Exchange

May 2004

| Exchange | CLLI       | Location             | Total Held Orders |
|----------|------------|----------------------|-------------------|
| 02       | LNBH       | LONG BEACH           | 2                 |
|          | OCPK       | OCEAN PARK           |                   |
|          | CHNK       | CHINOOK              |                   |
| 03       | GGHR       | GIG HARBOR           | 10                |
|          | BRLY       | BURLEY               |                   |
|          | FXIS       | FOX ISLAND           |                   |
|          | ARLT       | ARLETTA              |                   |
| 06       | MRTN       | MORTON               | 11                |
|          | MNRL       | MINERAL              |                   |
|          | GLNM       | GLENOMA              |                   |
|          | RAND       | RANDLE               |                   |
|          | PCKW       | PACKWOOD             |                   |
|          | ASFD       | ASHFORD              |                   |
|          | YCLT       | YACOLT               |                   |
| 08       | ORNG       | ORTING               | 4                 |
|          | 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                | 4                 |
| 11       | PGIS       | PUGET ISLAND         | 13                |
|          | RYMN       | RAYMOND-LEBAM        |                   |
|          | CATH       | CATHLAMET            |                   |
|          | SBND       | SOUTH BEND           |                   |
|          | OCST       | OCOSTA               |                   |
|          | CRTS       | CURTIS               |                   |
|          | PELL       | PE ELL               |                   |
|          | VADR       | VADER                |                   |
| 13       | LKBY       | LAKEBAY              | 18                |
| 14       | MCCL       | MCCLEARY             | 4                 |
|          | ELMA       | ELMA                 |                   |
|          | MNTS       | MONTESANO            |                   |
|          | WMRS       | WEST MCCLEARY REMOTE |                   |
| 16       | KGTN       | KINGSTON             | 5                 |
|          | HNVL       | HANSVILLE            |                   |
|          | KGTN       | KINGSTON             |                   |
| 17       | TWIS       | TWISP                | 1                 |
|          | WNTH       | WINTHROP             |                   |
| 18       | VSHN       | VASHON               | 3                 |

# Held Orders by Exchange

May 2004

| Exchange     | CLLI            | Location          | Total Held Orders |
|--------------|-----------------|-------------------|-------------------|
| 19           | CHNY            | CHENEY / EWU      | 25                |
|              | 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     | 11                |
|              | 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           | 0                 |
|              | TITN            | TIETON            |                   |
|              | RMRK            | RIMROCK/WHITEPASS |                   |
| <b>TOTAL</b> |                 |                   | <b>123</b>        |







WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
May 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                          |
|                  | April 2004    | 6 - Lost shelf in central office. Restored                 |
| Harrington       | December 2003 | 16 - Replaced bad power supply                             |
| Humtullips       | October 2003  | 10 - Road washed out and damaged cable                     |
| Matthews 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                       |