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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

January 10, 2004

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – December, 2004

Dear Ms. Washburn:

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

Due to our recent conversion to Ensemble, we are having difficulty providing information on the Missed Order Recap forms. Don Dennis plans to review this with your department.

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

Cal Simshaw - Vancouver

Don Dennis

Susan Brebner

Steve Densley

Mark Johnston

Ted Hankins – Monroe

Ty Lemaster

Dan Roso

Ross Skinner

Pat Malone



Trouble Ticket Report

December 2004

	December 2004												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%		
	Dec 03	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04						
EXCHANGE																		
ALMIRA	1.3%	1.2%	0.6%	1.0%	0.8%	1.1%	1.3%	1.9%	1.5%	1.7%	1.5%	1.52%	9	465	1.94%			
AMES LAKE	1.6%	1.1%	1.0%	0.6%	0.6%	1.3%	2.1%	1.0%	1.8%	2.0%	2.5%	5.67%	15	750	2.00%			
ARLETTA	0.7%	2.1%	0.7%	0.7%	0.7%	0.7%	3.2%	0.9%	0.9%	1.3%	0.7%	0.47%	48	3596	1.33%			
ASHFORD	2.0%	2.7%	1.6%	1.4%	1.1%	2.5%	2.9%	1.7%	2.4%	2.1%	0.7%	1.18%	28	1097	2.55%			
BASIN CITY	0.7%	1.4%	0.6%	0.5%	2.0%	1.5%	0.9%	1.2%	1.6%	1.1%	1.1%	0.64%	13	777	1.67%			
BEAVER	1.6%	0.6%	2.3%	0.0%	0.8%	1.3%	0.6%	1.7%	1.5%	0.4%	0.6%	1.08%	5	464	1.08%			
BLAKELY ISL	1.1%	0.0%	0.0%	0.3%	0.8%	0.6%	0.5%	1.6%	0.3%	1.4%	0.6%	0.28%	0	350	0.00%			
CARNATION	1.3%	1.2%	0.6%	1.6%	1.2%	0.8%	2.5%	1.3%	1.8%	1.3%	1.5%	0.63%	20	1894	1.06%			
CATHLAMET	1.5%	1.5%	1.3%	2.0%	1.6%	1.7%	1.7%	1.7%	3.1%	2.4%	1.6%	2.81%	25	1387	1.80%			
CHENEY / EWU	0.7%	0.8%	0.5%	0.7%	1.2%	0.8%	1.3%	1.0%	1.2%	1.3%	1.1%	0.79%	32	5299	0.60%			
CHEWELAH / VALLEY	1.0%	1.1%	0.8%	0.7%	1.1%	2.2%	1.9%	2.3%	2.4%	2.1%	1.3%	1.26%	76	4271	1.78%			
CHINOOK	0.5%	0.9%	0.5%	1.1%	0.0%	0.9%	1.1%	1.4%	0.9%	1.2%	0.7%	0.95%	16	419	3.82%			
CLALLAM BAY	1.7%	1.7%	1.5%	0.2%	1.0%	2.4%	1.7%	1.1%	2.2%	1.3%	2.1%	2.10%	16	811	1.97%			
CLEARWATER	1.5%	0.7%	2.9%	0.0%	0.0%	0.0%	1.5%	2.2%	3.7%	0.8%	0.8%	0.79%	2	130	1.54%			
CONNELL	0.7%	0.7%	1.6%	1.7%	0.5%	0.6%	0.9%	1.4%	1.0%	0.7%	1.3%	0.75%	11	1607	0.68%			
COULBE CITY	0.3%	0.1%	0.3%	1.6%	0.8%	0.5%	1.9%	0.6%	0.9%	1.4%	1.9%	1.41%	5	848	0.59%			
COWICHE	1.5%	3.6%	0.9%	0.8%	1.8%	1.5%	1.4%	1.4%	1.7%	2.4%	9.2%	0.39%	13	1031	1.26%			
CRESTON	0.8%	0.8%	0.5%	1.6%	1.4%	1.9%	0.0%	1.2%	1.8%	2.9%	1.7%	0.98%	5	412	1.21%			
CURTIS	2.4%	1.9%	0.4%	0.9%	1.7%	0.6%	1.5%	0.6%	2.4%	2.9%	1.6%	0.61%	8	488	1.64%			
DAVENPORT	1.4%	1.1%	1.0%	1.0%	1.8%	1.9%	1.9%	2.0%	1.2%	2.1%	1.6%	0.78%	28	2161	1.30%			
EASTSOUND	1.0%	1.4%	0.6%	0.7%	0.6%	1.1%	1.1%	1.3%	1.1%	2.3%	1.0%	1.26%	40	4820	0.83%			
EDWALL-TYLER	1.5%	2.2%	0.5%	0.7%	3.6%	2.9%	1.2%	2.4%	3.8%	3.6%	3.4%	2.95%	12	409	2.93%			
ELMA	1.5%	1.6%	1.3%	1.0%	1.0%	0.7%	1.4%	1.4%	1.3%	2.0%	1.6%	1.64%	67	4751	1.41%			
ELTO	2.9%	2.0%	0.6%	2.9%	1.6%	1.3%	1.0%	1.6%	0.3%	2.0%	0.0%	1.36%	3	290	1.03%			



Trouble Ticket Report

December 2004

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	Dec 03	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04				
EXCHANGE	Dec 03	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04				
EUREKA	0.8%	1.3%	1.1%	1.3%	1.8%	1.8%	1.8%	2.1%	1.6%	0.8%	0.6%	0.00%	5	359	1.39%	
FALL CITY	3.1%	1.9%	1.0%	0.6%	1.2%	1.0%	1.7%	1.4%	1.6%	1.9%	1.5%	1.68%	60	3570	1.68%	
FORKS	0.9%	1.2%	1.0%	0.7%	1.0%	0.6%	0.6%	1.1%	2.0%	1.4%	0.9%	1.14%	50	3758	1.33%	
FOX ISLAND	2.4%	1.1%	0.5%	0.7%	0.7%	0.6%	1.1%	0.6%	0.9%	0.8%	1.3%	0.74%	16	1758	0.91%	
FRIDAY HARBOR	1.4%	1.3%	0.8%	1.1%	0.7%	0.8%	1.1%	1.2%	1.5%	1.9%	1.3%	1.24%	112	7062	1.59%	
GIG HARBOR	1.0%	1.1%	0.8%	0.8%	0.8%	0.5%	0.9%	1.5%	1.4%	1.2%	1.1%	1.16%	633	27431	2.31%	
GLENOMA	2.4%	3.3%	2.7%	1.9%	4.0%	1.9%	3.0%	2.3%	4.5%	4.4%	1.3%	3.96%	15	452	3.32%	
HANSVILLE	1.5%	1.8%	1.5%	1.3%	0.7%	0.8%	1.0%	1.3%	1.5%	7.2%	2.0%	0.96%	34	1958	1.74%	
HARRINGTON	4.5%	0.4%	1.3%	0.4%	1.7%	1.1%	1.0%	0.8%	3.3%	1.4%	2.3%	1.36%	7	517	1.35%	
HUMPTULPS	0.5%	0.0%	0.5%	0.5%	0.0%	0.8%	2.1%	1.0%	0.8%	0.5%	0.8%	2.33%	3	391	0.77%	
INCHELIUM/HUNTERS	0.6%	0.8%	0.6%	1.2%	0.4%	1.3%	1.1%	1.0%	2.0%	1.7%	1.6%	1.20%	29	1485	1.95%	
KAHLOTUS	0.9%	0.5%	0.4%	0.9%	1.8%	3.1%	1.3%	0.0%	0.9%	2.7%	2.3%	0.00%	4	213	1.88%	
KETTLE FALLS	0.6%	0.8%	0.8%	1.7%	1.6%	1.8%	3.6%	2.0%	1.1%	2.0%	1.5%	1.00%	27	2705	1.00%	
KINGSTON	2.3%	1.6%	1.3%	1.5%	1.0%	1.3%	1.2%	1.3%	1.3%	2.3%	1.6%	1.23%	98	5494	1.78%	
LAKE QUINAULT	0.9%	1.7%	1.1%	1.1%	0.8%	1.1%	1.9%	1.4%	1.7%	2.3%	0.3%	0.80%	5	626	0.80%	
LAKEBAY	1.8%	1.5%	1.4%	1.0%	0.9%	0.8%	1.2%	1.3%	1.6%	2.6%	1.5%	1.32%	244	5964	4.09%	
LIND	1.0%	2.4%	1.2%	1.5%	1.7%	0.2%	1.2%	1.0%	1.4%	1.6%	1.1%	1.23%	7	565	1.24%	
LONG BEACH	0.7%	1.1%	1.0%	0.6%	0.6%	1.1%	1.0%	2.4%	1.6%	1.4%	1.7%	1.34%	82	4241	1.93%	
LOPEZ	1.1%	1.1%	0.7%	0.7%	0.6%	0.6%	1.3%	1.1%	2.7%	2.1%	2.0%	1.42%	44	2398	1.83%	
MATTHEWS CORNER	0.9%	1.8%	0.7%	3.0%	0.9%	1.3%	0.5%	1.1%	1.3%	1.1%	1.8%	2.00%	1	545	0.18%	
MCCLARY	1.4%	1.5%	1.1%	1.1%	0.9%	0.8%	1.0%	1.3%	1.1%	1.4%	1.3%	1.42%	22	1404	1.57%	
MEDICAL LAKE	0.9%	1.4%	1.0%	0.7%	1.6%	0.7%	1.0%	0.7%	0.8%	1.2%	2.1%	0.73%	22	3110	0.71%	
MESA	1.2%	3.0%	0.6%	3.3%	0.0%	1.2%	1.6%	0.3%	0.2%	0.9%	0.0%	0.95%	2	316	0.63%	
MINE	0.9%	1.2%	2.6%	1.2%	0.9%	1.8%	2.1%	2.1%	1.8%	3.0%	1.5%	1.52%	3	328	0.91%	



Trouble Ticket Report December 2004

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EXCHANGE																	
MONTESANO	1.3%	1.1%	1.0%	0.7%	0.6%	0.6%	1.0%	1.4%	1.1%	1.0%	1.42%	42	4136	1.02%			
MORTON	2.5%	1.0%	1.9%	1.2%	1.1%	0.9%	2.0%	2.0%	2.0%	1.6%	2.31%	44	1554	2.83%			
NEAH BAY	1.0%	1.3%	0.9%	1.0%	0.4%	0.6%	0.3%	1.4%	1.0%	1.1%	1.15%	10	957	1.04%			
NESPELEM	1.3%	1.0%	1.3%	2.0%	2.3%	1.0%	1.3%	3.2%	1.3%	2.2%	1.33%	20	687	2.91%			
NORTH BEND 831/888	2.1%	1.3%	0.9%	0.7%	0.8%	0.4%	0.7%	1.2%	1.6%	1.1%	1.38%	147	9052	1.62%			
NORTH VASHON	0.7%	1.2%	0.6%	1.1%	0.7%	0.6%	1.1%	1.3%	0.5%	1.2%	1.21%	35	1403	2.49%			
OCEAN PARK	1.0%	1.0%	0.6%	0.7%	0.8%	0.6%	1.2%	1.4%	1.9%	1.3%	1.70%	36	3793	0.95%			
OCCOSTA	1.7%	0.4%	0.2%	0.2%	0.2%	0.2%	0.8%	2.1%	0.2%	0.9%	1.49%	6	470	1.28%			
ODESSA	2.5%	2.2%	3.2%	1.7%	1.2%	2.8%	2.0%	1.8%	1.5%	1.6%	1.84%	21	974	2.16%			
ORTING	1.3%	1.4%	2.9%	1.2%	1.4%	0.9%	1.2%	1.4%	2.6%	1.8%	1.29%	92	7171	1.28%			
PACIFIC BEACH	1.5%	1.1%	0.9%	0.6%	1.1%	0.8%	0.9%	1.3%	1.5%	1.0%	1.51%	8	988	0.81%			
PACKWOOD	0.7%	1.1%	0.9%	0.1%	0.9%	0.4%	0.7%	0.9%	2.3%	1.1%	0.96%	22	1343	1.64%			
PE ELL	0.9%	1.8%	2.4%	1.8%	1.1%	0.8%	1.6%	2.7%	2.3%	1.3%	1.24%	16	888	1.80%			
PUGET ISLAND	1.7%	0.9%	1.3%	2.6%	2.6%	0.9%	0.7%	1.8%	3.8%	3.3%	1.55%	11	456	2.41%			
RANDLE	1.0%	2.2%	0.8%	1.9%	1.6%	1.4%	1.9%	1.5%	2.4%	1.6%	2.16%	31	1107	2.80%			
RAYMOND-LEBAM	1.8%	1.6%	1.0%	0.8%	1.1%	0.6%	0.7%	1.4%	1.2%	1.4%	1.76%	68	3479	1.95%			
REARDAN	1.5%	0.6%	3.5%	1.0%	2.0%	2.2%	1.1%	2.8%	2.0%	2.2%	4.37%	22	1225	1.80%			
RIMROCK/WHITEPASS	1.6%	0.4%	0.4%	0.0%	0.2%	0.4%	0.3%	0.3%	0.0%	0.0%	0.73%	1	272	0.37%			
RTZVILLE-BENGE	0.8%	1.1%	0.6%	0.8%	0.5%	0.6%	0.7%	1.9%	1.0%	0.9%	0.51%	6	1762	0.34%			
ROYAL CITY	1.0%	1.4%	0.7%	1.0%	1.1%	1.4%	1.3%	1.4%	1.6%	1.5%	1.45%	21	2061	1.02%			
SNOQUALMIE RIDGE 396	0.4%	0.3%	0.6%	0.1%	0.1%	0.0%	0.3%	0.3%	1.5%	0.4%	5.11%	31	2221	1.40%			
SNOQUALMIE PASS 434	3.3%	3.0%	0.8%	1.4%	1.9%	3.8%	2.2%	4.8%	2.4%	5.1%	2.61%	8	476	1.68%			
SOUTH BEND	1.8%	1.7%	2.1%	0.9%	0.6%	0.9%	1.5%	1.6%	1.5%	1.0%	1.89%	37	1734	2.13%			
SOUTHTYPE REPORT	1.3%	0.8%	0.7%	1.7%	1.5%	1.0%	0.9%	0.8%	2.8%	1.6%	1.50%	51	3056	1.67%			



Trouble Ticket Report December 2004

EXCHANGE	December 2004												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
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SPANGLE	2.0%	0.9%	0.7%	1.1%	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	8	552	1.45%		
SPRAGUE	0.3%	0.5%	1.4%	0.7%	1.8%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	10	563	1.78%		
STARBUCK	1.9%	2.6%	0.0%	0.6%	1.3%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0	151	0.00%		
TIETON	0.8%	3.5%	0.5%	0.7%	1.7%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	4	787	0.51%		
TWISP	0.7%	0.6%	1.0%	0.7%	0.8%	0.7%	0.7%	0.6%	1.4%	1.2%	0.75%	13	2004	0.65%		
VADER	1.8%	2.2%	0.7%	4.0%	1.0%	1.2%	1.2%	2.6%	2.8%	1.2%	1.34%	11	1039	1.06%		
VASHON	0.9%	1.7%	0.7%	1.0%	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	215	5605	3.84%		
WASHTUCNA	1.0%	1.0%	0.3%	1.0%	0.7%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	2	281	0.71%		
WILBUR	1.4%	1.0%	0.9%	0.9%	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	10	1068	0.94%		
WILSON CREEK	1.8%	0.8%	1.0%	2.9%	1.0%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	12	377	3.18%		
WINTHROP	0.7%	0.6%	0.7%	0.6%	1.1%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	24	2318	1.04%		
YACOLT	2.4%	2.4%	1.9%	7.3%	1.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	33	1803	1.83%		
GRAND TOTAL	1.3%	1.3%	1.3%	1.3%	1.0%	0.9%	1.3%	1.5%	1.8%	1.4%	1.35%	3,150	182,990	1.72%		



Quality of Service Washington State December 2004

Installation Appointments Met

													Current		
	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04		
Total Primary Orders	1975	1900	1886	2408	2443	2292	2674	2689	3581	3655	3580	3394	2472		
Appointments Met	1892	1855	1838	2350	2351	2059	2572	2575	3229	3198	3198	3063	2152		
% Met	96%	98%	97%	98%	96%	90%	96%	96%	90%	87%	89%	90%	87%		

Held Primary Requests

													Current		
	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04		
Total Primary Orders	1975	1900	1886	2408	2443	2292	2674	2689	3581	3655	2922	3394	2472		
Service Requests Held	39	93	39	50	44	77	75	53	82	60	38	44	37		
% Held this Period (Goal 90%)	98.0%	95.1%	97.9%	97.9%	98.2%	96.6%	97.2%	98.0%	97.7%	98.4%	98.7%	98.7%	98.5%		

Total Held Primary Requests (includes 90 and 180 Held Orders below)	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
		169	131	141	160	143	134	173	143	158	173	75	80
% Held Over 90 Days (Goal 1%)	(Began tracking this Oct 2004):												
	(Began tracking this Oct 2004):												
											26.67%	28.75%	26.97%
											0.00%	0.00%	7.87%

Held Orders by Exchange

December 2004			
Exchange	CLLI	Location	Total Held Orders
02	LNBH	LONG BEACH	0
	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	0
	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	
RICY	ROYAL CITY		
10	LOPZ	LOPEZ	2
11	PGIS	PUGET ISLAND	4
	RYMN	RAYMOND-LEBAM	
	CATH	CATHLAMET	
	SBND	SOUTH BEND	
	OCST	OCOSTA	
	CRTS	CURTIS	
	PELL	PE ELL	
	VADR	VADER	
13	LKBY	LAKEBAY	2
14	MCCL	MCCLEARY	1
	ELMA	ELMA	
	MNTS	MONTESANO	
	WMRS	WEST MCCLEARY REMOTE	

Held Orders by Exchange

December 2004

Exchange	CLLI	Location	Total Held Orders
16	KGTN	KINGSTON	1
	HNVL	HANSVILLE	
	KGTN	KINGSTON	
17	TWIS	TWISP	6
	WNTH	WINTHROP	
18	VSHN	VASHON	6
19	CHNY	CHENEY / EWU	9
	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	3
	SNSP	SNOQUALMIE PASS	
	FLCY	FALL CITY	
	CRNT	CARNATION	
	ASLK	AMES LAKE	
45	FRHR	FRIDAY HARBOR	4
	ESND	EASTSOUND	
	BKLI	BLAKELY ISL	
	FRHR	FRIDAY HARBOR	
	ESND	EASTSOUND	

Held Orders by Exchange

December 2004

Exchange	CLLI	Location	Total Held Orders
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			52



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
December 2004

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ames Lake	November 2004	33 - Bad card in Central Office
	January 2004	15 - Processer download failure
Cowiche	October 2004	11 - Reload Processor; 45 - Bad Line Card.
	April 2004	6 - Lost shelf in central office. Restored
Glenoma	August 2004	5 - Three = Meade Hill pair gain trouble and two = No trouble found - Meade hill pair gain area.
Hansville	September 2004	115 - Data corruption in DMS 10 AMS
Lakebay	December 2004	127 - 400 AMPMain Office battery fuse blew
Rear don	November 2004	20 - TSPN 604 carrier outage
Snoqualmie Pass	August 2004	5 - Corrupted database on the spans
Snoqualmie Ridge	November 2004	94 - Bad card in Central Office
Tieton	January 2004	15 - Processer download failure
Vader	March 2004	13 - Corrected translations in Hardy
	June 2004	70 - Central office isolated. NSC did translations and made error